

# GBG The Gambling Business Group

## **Machines Sub-group meeting notes - 11.00am, Wednesday April 10<sup>th</sup> 2019.**

### **Held at Gamestec Offices, Sandiacre, Nottingham. NG10 5QG**

- 1. Welcome & introductions.** Peter welcomed everyone to the meeting & thanked Gamestec for hosting the Machines Sub-Group again. The agenda was briefly discussed and noted that the current consultations were going to be the main items of conversation.
- 2. Previous meeting notes/matter brought forwards;**
  - a. Point 2.c. The security communications protocol is still in development with Amos Davies and will be reviewed again at the May MSA meeting. The MSG will be updated after that.
  - b. Point 5.b. The question of whether to pursue the GLI option for independently monitoring the quality of the GBG Protocols was reviewed again but the meeting was not in a position to agree the accompanying costs. PH agreed to add it to the next GBG meeting agenda to see what the appetite is for taking this on. Action PH.
  - c. Point 6.d. With regard to better understanding and managing electronic payments, it was suggested that we consider inviting 3 x different payment providers to present to the meeting. Alternatively, is there an independent consultant out there who might be interested in advising us. An alternative option/solution would be for the industry (perhaps the GBG) to form a working group to produce a set of guidelines for operators to work within. Again, this will be on the agenda for the next GBG meeting & review again next time. Action PH.
    - i. £10, £20, £30 & £50 options now available with PIN.
    - ii. Some operators using 7994 code as not all sales are gambling related.
    - iii. Many instances of cash back being offered via PDQ terminals.
    - iv. Suggestion that we start with a declaration that we don't (and won't) use credit cards.
  - d. Point 7.c. Regarding concerns expressed about the direction of travel that the GC appear to be taking, the GBG has written to Neil McArthur as suggested and we await his response.
- 3. Machines Security Update;**

- a. £20 note phishing fraud is now prevalent on UVA 10 validators. ND passed an example of an adapted £20 around the meeting.
  - b. NV200 still getting £20 note frauds.
  - c. RBS counterfeit notes remain in circulation. ITL have updated their software, operators need to update accordingly.
  - d. There is still frustration that individual cases are not being brought together across police forces. Members requested that we invite the NCA along again to one of the next meetings. PH happy to do this but member must provide a solid purpose, all to have their case examples prepared ahead of the meeting. Action All Operators.
- 4. Update from members on new B3 games and features.** Everyone shared their knowledge and thoughts on the outcomes of the Birmingham B3 trial in LBOs and also the performance of machines in LBOs generally since the removal of B2 games. Clearly, it is still very early days so no conclusions reached yet. The meeting also briefly discussed the removal of the fixed odds product from Paddy Power and William Hills following the GCs intervention. Some members are still expecting the DCMS/GC to publish their thoughts and advice on game features but nothing has materialised to date.
- 5. GBG Protocols etc;**
- a. As confirmation of the email sent around on April 9<sup>th</sup>, we have received no further feedback from within the GBG Tech Forum and so have released the following technical standards into Dropbox as approved/ratified;
    - i. Cash TITO v.2.2
    - ii. Promotional 1.2
    - iii. Machine Meter & Event Data Capture v.1.1
    - iv. Machine Host Registration v.1.0
    - v. General Codes v.1.0
  - b. The matter of a set of industry guidelines for the provision of machines networks from the previous meeting was discussed. This is becoming increasingly essential for operators so clearly there is a need, especially for those businesses that have no internal IT resource. Rob agreed to take this on via a working group as part of the next stage for the GBG Protocols. Volunteers for the group are currently the following (anyone else wishing to help out should let Peter/Rob know);
    - i. Tony Eyre.
    - ii. Steve McFarland.
    - iii. Mark Gibson.

- c. It was pointed out that the networking of PDQs etc needs PCI compliance. Amanda from Praesepe has kindly provided the attached 2 x documents to inform those it concerns.
  - d. Linking play sessions and tracked play. The GBG protocol should cover this for security, promotional and data capture purposes. RW kindly provided a discussion document for the meeting to talk to – see attached. It was agreed that the GBG Protocol should not identify or define what method the player identification should take as this is a matter for operators, their systems and processes. However, in the event of a failure to register for whatever reason, there should be an alternative method of identifying the player. Whether the process is voluntary or mandatory should be a system choice, not one dictated in the protocol.
  - e. Limit setting and hard stops. <Members suggested that the protocols be extended to include the various forms of limit setting and player messaging that already exist with B2 products. However, it was agreed that everyone should have the opportunity to have an input into what the standards should be. Lee Morton and Graham Roberts agreed to share the detail of what has been deployed with B2 terminals and is intended to be used with their B3 products in LBOs. Action Graham and Lee.
- 6. Gambling Commission;**
- a. PH advised that the next National Responsible Gambling Strategy is being launched on April 25<sup>th</sup> in Westminster and renamed; the National Strategy to Reduce Gambling Harms.
  - b. PH advised the meeting of the three consultations currently in process; 1. Proposed changes to LCCP requirements for customer interactions, ADR and website blocking software. 2. Call for evidence regarding gambling with credit cards online. And 3. Call for evidence regarding Cat B gaming machines.
  - c. The meeting talked through the 4 x main questions in the Cat B consultation, which is designed primarily for operators and consumers to complete. PH to circulate the suggested subject matter for Operators to consider using in the coming days.
- 7. Responsible Gambling;** There was nothing to report in addition to everything mentioned above.
- 8. AOB –** Date of the next meeting is Thursday June 27<sup>th</sup>, 11am here at Gamestec again.
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**Attendees;**

<b>Name</b>	<b>Company</b>
Bos Anderson	Bell Fruit Games
Stephen McFarland	SG Gaming
Ant Moore	Blueprint Gaming
Steve Brownlow	Blueprint Machines
Peter Hannibal	GBG
Mark Edmundson	GeWeTe
Chris Robinson	Innovative Technology
Graham Roberts	Inseinc
Joanne Craig	Blueprint Gaming
Evgeny Shulyak	JCM Global
Wayne Forster	Moto
Ian Fuller	Playsafe
Nigel Davis	Praesepe
Amanda Kiernan	Praesepe
Rob Wheeler	Rimini Systems
Lee Morton	SG Gaming
Brian Jamson	Roadchef
Graham Glanfield	
Adrian Schoffield	Novomatic UK