



**Machines Sub-Group Zoom Meeting Notes**

**11.00 am, Wednesday 10<sup>th</sup> February 2021.**

In attendance:

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| Peter Hannibal (GBG)                 | Dragoljub Grekulovic (JCM Global) |
| Amanda Fry (GBG)                     | Mark Gibson (Luxury Leisure)      |
| Joanne Craig Blueprint Gaming)       | Paul Monkman (Luxury Leisure)     |
| Steve Brownlow (Blueprint Machines)  | Nigel Kelly (Novomatic)           |
| Graham Glanfield (City Gaming)       | Mike Robinson (Novomatic)         |
| Alan Humble (Crane PI)               | Lee Morton (Scientific Games)     |
| Stuart Green (Game Nation)           | Ian Fuller (Playsafe)             |
| Tony Boulton (Gauselmann)            | Iain Lunt (Playsafe)              |
| Mark Edmundson (GeWeTe)              | Nigel Davis (Praesepe)            |
| Andy Bullock (Innovative Technology) | Rob Wheeler (Rimini)              |
| Graham Roberts (Inseinc)             | Brian Jamson (Roadchef)           |
| Lee Jefferson (Inseinc)              | Lee Morton (Scientific Games)     |
|                                      | David Lucas                       |

Item		Action
1	<p><b>Welcome and Introductions.</b></p> <p>PH welcomed everyone to the meeting. Apologies were noted. Whilst today’s meeting is to be focused on the ‘cashless’ elements of the Review of the Gambling Act, PH advised that the usual items will be acknowledge and asked if anyone has anything to add to the agenda. There were no additions.</p>	
2	<p><b>Previous meeting notes – Any outstanding matters</b></p> <p>PH advised that the three actions from the previous meeting were incorporated with our response to the Gambling Review and will be covered in this meeting.</p>	
3.	<p><b>Machines Security</b></p> <p>There were no issues to report.</p>	

4	<p><b>Cashless Response to the DCMS’s Call for Evidence</b></p> <p>PH advised that the Cashless Response - Q40 in the DCMS document - will take the form of three elements in our submission.</p> <ol style="list-style-type: none"> <li>1. The attached joint letter setting out the case for changing current legislation.</li> <li>2. The consumer research currently in the final practical stages of being completed. The content will be evaluated and the findings shared before the end of Feb.</li> <li>3. A set of standards to adhere to when offering cashless transactions on machines. PH, TB and the Tech Forum are working on this</li> </ol> <p>PH advised that he circulated the draft document with the agenda and PH will pick out the headlines in each point for the meeting to comment on. PH advised that this response has been written by a group of land-based industry trade bodies and operators.</p> <p>1.6 – The two staged approach requires cashless to be enabled in the new drafting of the Gambling Act. We can agree the other detail further down the line.</p> <p>TB has concerns over the inclusion of the case study, can’t see what relevance it has to machine play and it lifts the bar. The casinos have a lot more tools available to them and their whole knowledge of their customer base exceeds what we have in an AGC. As an example of this, PH advised that in casinos when a card is declined the assumption is that it is declined for problematic reasons and the situation we are talking about on gaming machines is effectively an unattended kiosk so won’t necessarily be able to make that intervention. <b>TB to feed this back to the cross-industry group.</b></p> <p>PH advised that the draft Code of Conduct has been discussed with the cross industry group and it was agreed that this needs to be a principals based Code of Conduct rather than getting into the realms of specifics. TB agreed that we need to move it up a level so it is not so much detail and it is dealing with the principals we would be committing to.</p> <p>PH advised that it is still very much work in progress and asked members to let him know if there is anything we have missed in the document that should be included.</p> <p>IF asked – is this document just to provide a compelling case document for contactless to the Gambling Commission and that will be followed up with a more technical document? PH advised it follows the principal of the rest of</p>	
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	<p>the approach to get things enabled and will have the contentious discussions further down the line.</p> <p>The player needs to be able to manage their activity and whether this is a banking App or some sort of set of tools for the player to use is to be decided. Do we need to commit to a player management tool as part of this proposal? TB advised that the Commission will want to see a method by which a customer can review the amount of money they spent on gambling over a period of time, maybe a text message. It is between the customer and a tool where they can review their transactions.</p> <p>JC advised that someone she used to work with at the Commission now works for FCA and maybe able to advise as to what the banks may be able to do - <b>JC will share his details with PH.</b></p> <p>TB -the banks are very keen to engage here. An engagement with the banks that demonstrates to the Commission that we are looking at this would be a good step. RW – we should also focus on the merchant side and work with the payment processors.</p> <p>PH advised that he will be sharing the consumer research results at the end of this month and build it into this response. TB will be re-drafting the standards. PH advised that the next cross industry group meeting will be 22<sup>nd</sup> February.</p>	
5	<p><b>Any other business</b></p> <p>TB advised that the Fee Consultation which the Commission have launched might be something we need to discuss as a Group.</p>	
6.	<p><b>Date of Next Meeting</b></p> <p>It was agreed to hold a short update meeting at the end of February which AF will set up.</p>	