Machines Sub-Group Zoom Meeting Notes

Held on Wednesday 9th November 2022 at 11.00 am.

In attendance:

Nigel Davis – Chair

Steve Sharp (GBG)
Charlotte Meller (GBG)
Amanda Fry (GBG)
Rob Wheeler (GBG)
Ant Moore (Blueprint Gaming)
Alan Claypole (Bpops)
Steve Brownlow (Bpops)
Heidi Hards (Buzz Bingo)
Andrea Rushworth (Crown Leisure)
Ashley Molloy (Game Nation)
Mark Edmundson (GeWeTe)
Aristidis Tsikouras (GeWeTe)

Andy Bullock (Innovative Technology)
Evengy Shulyak (JCM Global)
Lee Morton (Light & Wonder)
Paul Monkman (Luxury Leisure)
Amanda Kiernan (Merkur)
Peter Fagg (NRM Group)
Gerwyn Griffiths (Novomatic)
Ian Fuller (Playsafe)
James Armstrong (Playsafe)
Matt Bicknell (Regal Gaming)
Brian Jamson (Roadchef)
Graham Glanfield

Item		Action
1	**Welcome and Introductions**. ND welcomed everyone to the meeting. Apologies were noted.	
2	**Previous notes from Meeting held on 14th September 2022 – Any outstanding matters** ND advised that he has still to set up a meeting regarding Linked Jackpots as time did not permit to meet at ACOS. AF will send out an invite for a meeting in the next two weeks for anyone who would like to attend.	**Action AF**
3.	**Update on White Paper** CM advised that it has been confirmed that Paul Scully has been announced as the new Gambling Minister. Officials are working on the White Paper and we are expecting to see something in the next few weeks. They acknowledge the frustration that industry feel about the delay.	

4.	**Machine Security Issues**	
	ND has had no issues brought to his attention.	
5.	**Linked Jackpots (Strategic Aim 4)**	
	ND advised that if anyone would like to attend the Linked Jackpot Zoom call to let AF know today and we will get a meeting set up in the next couple of weeks.	**Action AF**
	ND advised that it has been discussed with the Tech Forum how we could deliver that across multiple manufacturers with a GBG protocol.	
	Since the meeting, Paul Monkman and Rob Wheeler have asked to attend the meeting.	
6.	**Code of Conduct for using 7995 Merchant Code**	
	ND advised that he was hoping to seek ratification of the Code of Conduct but there has been a change to the legal wording from David Lucas. The group will look at this and will hopefully get ratification at the next meeting.	**Action PH**
7.	**Standards and Protocols**	
	RW shared his presentation on the screen (which is attached to these notes) which goes through the GBG Exclusion and the Debit Card Purchased Tickets. The group met last month with another meeting on 29th November.	
	Self-Exclusion – the camera technology going into the machines is able to do age verification and it was asked how we could extend that and come up with a common protocol that would enable a central system to hold self-exclusion images and enable a camera technology to enquire whether the image captured could be verified against its exclusion list. There are two elements Option A and Option B shown on the slides.	
	There were concerns about whether the transfer and use of an image represented in the form of an encrypted data string between two separate entities breaches GDPR regulations. PM suggested that as it does not send the actual picture, we are not breaking any GDPR regulations which AB agreed as no actual imagery is exchanged between both Options and the system host so there is no breach of GDPR regulations. RW suggested it goes through a compliance review before it goes ahead to get some opinion on that before engaging with manufacturers to develop a protocol from camera host to system host. Option B would require an additional sub protocol. There will also be a lot of operational considerations that need to be taken into account. These will be discussed at the next meeting on 29th November and brought back to the next MSG Meeting.	

	GBG TiTO – Debit Card Purchased Tickets – where you are purchasing a TiTO ticket at a pay station using a contactless debit card. The concern is that the criminals could use a stolen debit card to purchase cash tickets and eventually redeem them for cash at the pay station, so need to identify effective methods to prevent this form of criminal activity. This was discussed at the Tech Forum and it was proposed to introduce a [04] ticket type.
	
	Proposed Technical Solution
	    1. Extend the GBG-TITO protocol so that [04] Debit Card Purchase Tickets are printed at the kiosk when purchased using a contactless debit card.
	    2. Enhance game software so a valid [04] ticket triggers it to go into *Debit Card Purchase Ticket* mode and lock out it's Note Validator and Coin Acceptor preventing other forms of cash (notes, coins, cash tickets, promo tickets).
	    3. When player cashes out or there is a big win whilst the machine is this mode then the machine requests an [04] ticket and if the game credits fall to 0 then the machine returns to normal play mode.
	    4. When a [04] ticket is redeemed at a pay-station then funds are returned to the card used to purchase the original ticket.
	Considerations
	    a. Minimal changes to the GBG protocol, however to implement a lot of complexity for the machine manufacturers.
	    b. Customer experience……only one ticket per Debit Card Purchase Ticket session, not able to add Promo funds, which machines support the additional method.
	Alternatives
	    a. Install chip n' pin only devices on Pay stations which is an option.
	    b. Additional checks within site operation to identify fraudulent use of contactless debit cards
	
	This would be a very small change to the existing GBG TiTO to extend the narrative to explain how the machines have to behave and then it would be down to the machine manufacturers.
	
	ND asked the meeting if this is something we want to pursue and for RW to take back to the Tech Forum. This was agreed and RW will report back at the next MSG Meeting.
	
	Linked Jackpots This is about whether is it Manufacturer Specific which has a built in progressive or how the Progressive signage would be displayed/shown using a GBG Protocol, possibly some additional hardware required
	
	RW advised that there has been a minor change to EFT which has been approved. There have been some changes raised by James Armstrong (Playsafe) which will be raised at the next meeting,
		Action RW

9.	**Any other business** ND thanked members for their time today and asked if they want anything added to future agendas to let ND, PH or AF know	

	Date of next meeting **Wednesday 15th February 2023** (changed from 8th Feb due to ICE) **Remaining 2023 Dates** Wed 10th May Wed 6th September Wed 29th Nov	

Meeting finished at 11.40