The Gambling Commission suspends six AGC licences over self-exclusion failures

REGULATION

The **Gambling Commission** suspended the licence of six AGC operators after finding they were not part of any multi-operator self-exclusion schemes, reminding fellow licensees “these are not optional requirements, they are fundamental licence conditions.” Of the original headline total of six, however, an unidentified number were speedily reinstated.

The Gambling Commission has suspended the licence of six AGC operators after identifying “unacceptable” failures in self-exclusion compliance, warning “it is important for all operators to understand the seriousness with which the Commission views these breaches.”

The decision comes after the Commission wrote to all AGC licensees earlier this year, reminding them of their obligations around self-exclusion, and describing the requirements as “a vital safeguard to protect vulnerable customers.”

“Since that reminder, we have identified several operators that were not members of one of the multi-operator self-exclusion schemes,” said a GamCom spokesperson. “In six cases, we have taken decisive regulatory action, which included immediately suspending their operating licences.”

“While some of those licences have since been reinstated following clear steps to remedy failings, all operators concerned remain under investigation, which may result in further regulatory action being taken.”

In its latest eBulletin, the Commission reiterated that every operator must participate in a recognised, relevant multi-operator self-exclusion scheme, have effective procedures to identify and prevent self-excluded customers from gambling, train staff to manage self-exclusion, and immediately report any compliance issues to the Commission.

“These are not optional requirements, they are fundamental licence conditions. Any operator misleading the Commission about their compliance status will have their suitability as a licence holder called into question.” “We will continue to monitor and test compliance rigorously. Operators who fall short of our expectations can expect prompt and robust enforcement action, including suspension or revocation of their licence where appropriate.”

In suspense

Gambling Commission said...

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“This is where increasing gambling regulations takes us”: Hannibal signals the warnings of black market growth highlighted by the KSA report

IBLACK MARKET

Gambling Business Group CEO Peter Hannibal has highlighted the findings of a recent report by the Netherlands Gambling Authority which reveals the country’s black market is now larger than the regulated sector, warning of the effects of over-officious regulation.

Though online gambling was only legalised in the Netherlands for the first time in 2021, overall visitation to legal websites has already been dwarfed by players regularly using the unregulated market to place bets, dramatically impacting GGR for licensed operators.

“Too much regulation equals Bigger Black Market,” said Hannibal. “This is where increasing gambling regulations takes us without proper governance. More regulation does NOT equal more protections for the vulnerable.”

The KSA’s semi-annual monitoring report covers the first half of 2025, and found that total GGR from licensed operators declined 14 per-cent to €600m following the introduction of the Responsible Gaming Policy 2024.

“In stark contrast, the report estimates the black market’s GGR at €617m over the same period, slightly surpassing the regulated market,” reported gaming journal Next.io. “This represents a notable shift in the balance of the Dutch gambling landscape.”

“The KSA noted that the decline followed the introduction of stricter player protection measures and reduced advertising opportunities, which may have influenced player behaviour.”

And that’s a point Peter Hannibal is particularly aware of. He noted: “There are concerns about the GC’s increasingly disproportionate approach to AML, particularly in land based gambling when their own risk assessments categorise venues such as FECs, Bingo and AGCs as either ‘low’ or at worst ‘medium’. We are in danger of stretching these smaller businesses to breaking point with over-regulation. We do not want to replicate the Dutch experience and push our consumers towards the unregulated gambling market.”