



PREVENTING FRAUD

- Remote gambling, when offered by well-regulated and licensed operators, is no more susceptible to fraud and crime than any other e-commerce industry. In fact, due to the stringent licensing requirements of regulators in Europe, remote gambling operators are subject to more scrutiny and safeguards than most e-commerce service providers.
- A report for the European Parliament found “little hard evidence that EU consumers of online gambling are defrauded on EU-licensed websites.”¹
- The RGA’s Members are large responsible operators, many of whom are stock-market listed, depend on their reputation and integrity to attract and keep customers. They have every incentive, therefore, to eliminate any possibility of fraud or even the perception thereof.
- All of the RGA’s Members are duly licensed in Europe and comply with all relevant legislation. They have comprehensive policies to respond to customer complaints as well as privacy policies to safeguard and protect consumer data. Further, the members of the RGA comply with all applicable European-wide measures such as the Data Protection Directive and the Money Laundering Directive.
- Specific to the gambling industry, the members of the RGA are subject to strict licensing standards that require transparency in gaming operation. National regulators test the software and platform of the licensees to ensure fairness for the customer and the effectiveness of anti-fraud measures to combat crime.

¹ Europe Economics, “Online Gambling: Focusing on Integrity and a Code of Conduct for Gambling,” Report for the European Parliament, Internal Market Committee, 2008.