



PREVENTING UNDERAGE GAMBLING

- Preventing underage gambling is a key priority for remote gambling operators. Although there is no evidence that underage remote gambling is a widespread problem the Members of the RGA have put into place comprehensive and effective policies to prevent under 18s from gambling online.
- These policies are based on sophisticated age verification techniques. These provide effective safeguards and are accomplished through electronic verification procedures or through direct access to reliable documentation such as a passport or a birth certificate.
- When opening an account, customers must provide registration details (name, address, date of birth, email address, phone number and card or bank details). The customer must agree to terms and conditions, including that they must be over the age of 18. The operator must confirm that the details provided actually relate to the user of the account via one of a number of methods including using third party databases.
- The RGA also supports a series of measures to avoid underage remote gambling including: 1) informing customers of, and providing a link to, reputable filtering services like the Internet Content Rating Association (ICRA) so that parents and others can take any necessary steps to prevent their personal computers being used for inappropriate purposes ; and 2) making it clear through messaging or the display of a 'no under 18s' sign on the homepage of the internet site that under 18s are not permitted to gamble.
- Members of the RGA comply with the standards of the RGA's Code of Social Responsibility as well as the requirements of their national licences. Our Members are committed to working with partners in governments, non-profit institutions, and the academic community to acquire additional reliable date of birth information and develop best practices in order to make age verification procedures even more effective.