

**Title 36 STATE LOTTERY AND
GAMING CONTROL AGENCY**

Subtitle 03 GAMING PROVISIONS

Chapter .10 Video Lottery Facility Minimum Internal Control Standards

Authority: State Government Article, § 9-1A-04(d), Annotated Code of Maryland

.23 Customer Deposits.

A. A facility operator may establish a customer deposit account for a player to enable the player to take part in gaming.

B. A facility operator shall perform all procedures required by this chapter before depositing funds accepted by means of check, wire transfer, cash equivalent, or other negotiable instrument into a customer deposit account.

C. A facility operator may accept a customer deposit only during the hours of operation approved by the Commission for the facility under COMAR 36.03.11.02.

D. A facility operator shall develop and include in the internal controls submitted to and approved by the Commission under Regulation .05 of this chapter procedures addressing the acceptance of customer deposits meeting the requirements of this regulation.

E. A facility operator's internal controls shall:

(1) Require acceptance of customer deposits at ~~the cashiers' cage; either:~~

(a) The cashiers' cage; or

(b) An offsite customer service location;

(2) Require preparation of a receipt documenting:

(a) Amount deposited;

For November 17, 2016 Commission.

The proposed amendments to COMAR 36.03.10.23 and .28, and new regulation 36.03.10.50, would authorize a facility to offer enhanced customer service to players by allowing offsite access to services for establishing and paying a customer deposit account, and paying a counter check. A minor grammatical correction to § E(3) is made to conform with the *Style Manual for Maryland Regulations*.

- (b) Date of the deposit; and
 - (c) The signature of the general cashier accepting the customer deposit;
- (3) Provide for full or partial withdrawal of a customer deposit:
- (a) By a player at the cashiers' cage; or
 - (b) Upon receipt by the facility operator of a written request for withdrawal ~~whose~~ **for which** validity has been established; and
- (4) Include procedures for documenting acceptance and withdrawal of customer deposits including a verification of the authenticity of a player's signature on a customer deposit withdrawal document in conformance with the signature authentication procedures in Regulation .20 of this chapter.

For November 17, 2016 Commission.

The proposed amendments to COMAR 36.03.10.23 and .28, and new regulation 36.03.10.50, would authorize a facility to offer enhanced customer service to players by allowing offsite access to services for establishing and paying a customer deposit account, and paying a counter check. A minor grammatical correction to § E(3) is made to conform with the *Style Manual for Maryland Regulations*.