

**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

ALL NEW REGULATION

.50 Offsite Customer Service Location.

A. A facility operator may establish an offsite customer service location for a player to:

- (1) Establish a customer deposit account and make a deposit under Regulation .23 of this chapter; and
- (2) Pay a counter check under Regulation .28 of this chapter.

B. A facility operator that establishes an offsite customer service location shall have internal controls that require:

- (1) Establishment of a compliance program required under COMAR 36.03.10.07.Q, that is updated to include the offsite customer service location operation;
- (2) Identification of the:
 - (a) Address of the offsite customer service location;
 - (b) Date the offsite customer service location is expected to open;
 - (c) Name and contact information of the offsite customer service location manager;

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.

- (d) Offsite customer service location telephone number(s);
 - (e) Offsite customer service location normal hours of operation; and
 - (f) An organization chart listing all positions that will have responsibility over Maryland operations related to the offsite customer service location;
- (3) Commencement of an offsite customer service location operation only after receiving Commission approval;
- (4) By an employee independent of offsite customer service location operations and the cage department, a monthly listing and reconciliation of all outstanding credit instruments that have been transferred to branch offices to the credit issuances and payments recorded by the cage;
- (5) An Offsite Customer Service Location Report to be maintained by the licensee and updated quarterly to include the following for each offsite customer service location:
- (a) Address and telephone numbers;
 - (b) If applicable, opening and closing date;
 - (c) Name of the offsite customer service location manager;
 - (d) Offsite customer service location normal hours of operation; and
 - (e) Year-to-date and previous calendar year dollar amounts of the following Maryland specific transactions received or disbursed, and controlled by, the offsite customer service location:
 - (i) Cash deposits, noncash deposits and total deposits;
 - (ii) Cash withdrawals, noncash withdrawals and total withdrawals; and
 - (iii) Cash payments on credit instruments, noncash payments on credit instruments and total payments on credit instruments;

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(6) The Offsite Customer Service Location Report to be submitted to the Commission no later than 30 days after the end of the calendar year;

(7) An offsite customer service location to maintain the following records for Maryland video lottery operations:

(a) By day, a separate monthly log, by day, of payments received on credit instruments that includes:

- (i) Player's name on an account to which a payment is being applied;
- (ii) Name of individual making a payment;
- (iii) Date of payment;
- (iv) Amount of payment; and
- (v) Whether a payment was by cash, check or other financial instrument;

(b) By day, a separate monthly log of all funds deposited and withdrawn that includes:

- (i) Player's name on an account to which the funds are being applied;
- (ii) Name of the individual making the payment;
- (iii) Date of deposit or withdrawal;
- (iv) Amount of deposit or withdrawal;
- (v) Whether the transfer of funds was made by cash, check or other financial instrument; and
- (vi) New ending account balance; and

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(c) Monthly record of currency exchange rate gains and losses and money changer fees in conjunction with a player's payment on a credit instrument that includes:

- (i) Player's name;
- (ii) Date of receipt; and
- (iii) Amount of payment; and;

(8) Any costs associated with the Commission's audit or review of an offsite customer service location operation to be reimbursed by the licensee to the Commission.

C. An offsite customer service location may not open until the Commission approves:

- (1) The internal controls described in § B of this regulation; and
- (2) An activation request submitted by the facility to the Commission.

For November 17, 2016 Commission.

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