



STAFF AGENDA MEMORANDUM

DATE OF MEETING: November 17, 2016
AGENDA ITEM: **Offsite Customer Service Location Regulations**
PRESENTER: Charles LaBoy, Managing Director of Gaming

ISSUE SUMMARY: **NEW REGULATION**

36.03.10.50 Offsite Customer Service Location

REGULATION AMENDMENTS

- 36.03.10.23 Customer Deposits**
- 36.03.10.28 Counter Check Substitution, Consolidation, and Redemption**

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.

COMMISSION ACTION REQUIRED/REQUESTED: Review and approval of the proposed regulation amendment.

STAFF RECOMMENDATIONS: Staff recommends approval.