Maryland Lottery and Gaming Control Agency

Larry Hogan, Governor • Gordon Medenica, Director



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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.