



## **Gambling Commission clarifies existing customer funds protection ratings information requirement**

The Gambling Commission's LCCP Licence condition 4.2.1 requires licensed operators to:

- disclose information to customers about whether customer funds are protected, the level of such protection and the method by which this is achieved and
- follow the Commission's published rating system in their disclosure to customers.

Information on customer funds must be made available to consumers in terms and conditions. Since 31 December 2014, the ratings category must have been included in terms and conditions. By 2 February 2015, the information has to be made available to the customer at the point of deposit (including the ratings category) and acknowledged by the customer before being allowed to deposit for the first time.

On 30 January the Commission explained that it had received a number of enquiries from operators asking whether the requirement to notify customers about the ratings information at the point of deposit by 2 February 2015 applies to existing customers who have already been made aware of the ratings information through being notified of a change to their terms and conditions. By way of answer, it confirmed that where existing customers have already been notified about ratings information as a change to terms and conditions, the requirement to make the ratings information available on deposit has been extended until 28 February 2015 (in order to allow operators additional time to make any necessary system changes where the original intention had been misinterpreted).

It follows from the above that:

- customer funds information must be included in an operator's terms and conditions; since 31 December 2014 this information must also have included the ratings information
- by 2 February 2015, the ratings information must be made available on deposit and acknowledged by all new customers
- by 28 February 2015, the ratings information must be made available on deposit and acknowledged by all existing customers, where existing customers have previously been made aware of the ratings information through updated terms and conditions
- any further changes to the arrangements for the protection of customer funds must be disclosed to the customer in terms and conditions and at any subsequent deposit of monies by the customer (and acknowledged by the customer).

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