

SECTION .0600 – RESPONSIBLE GAMING

24 NCAC 06A .0601 RESPONSIBLE GAMING PLAN

(a) At least 30 Days prior to conducting Sports Wagering or Pari-Mutuel Wagering in North Carolina, Operators shall submit a responsible gaming plan to the Commission that shall include information related to the posting of materials related to problem gambling, resources to be made available to Players expressing concerns about problem gambling, responsible gaming limits, and Voluntary Exclusion Programs. This plan shall be approved by the Director prior to authorizing the Operator to operate within the State. The Operator will provide an updated plan annually every year thereafter.

(b) The responsible gaming plan shall include, at a minimum:

- (1) the goals of the plan, procedures, and deadlines for implementation of the plan;
- (2) the identification of the Individuals who will be responsible for the implementation, monitoring, and maintenance of the plan;
- (3) the Operator's plan for creating and disseminating promotional material to educate Players about compulsive and problem gambling and to inform them about treatment services available to compulsive and problem gamblers and their families. The Operator shall provide examples of the materials to be used as part of its plan and a description of how the material will be disseminated;
- (4) a copy of the employee training programs as part of comprehensive employee trainings on hire and regularly thereafter on the nature of responsible gaming and the role of employees in responding to circumstances in which Individuals present signs of problem gambling;
- (5) the duties and responsibilities of the employees designated to implement or participate in the plan;
- (6) procedures to assess, prevent, and address problem gambling by Players, including:
 - (A) identifying Players with suspected or known problem gambling behavior;
 - (B) preventing Wagering by Ineligible Persons;
- (7) commitments to participate in responsible gaming initiatives, including, but not limited to:
 - (A) participating in responsible gaming committees;
 - (B) providing additional education and awareness for identified vulnerable populations;
- (8) procedures for advertising and marketing, which shall comply with applicable standards of socially responsible advertising, including applicable state and federal laws and standards on this subject;
- (9) annual reporting on responsible gaming activities; and
- (10) other policies and procedures as determined by the Commission to prevent problem gambling and encourage responsible gaming.

(c) In approving the responsible gaming plan described in Paragraph (a) of this Rule, the Commission shall consider industry standards for responsible gaming and other relevant factors.

(d) If an Operator proposes to amend its written plan prior to the Commission's annual review, the Operator shall submit a proposed amended written plan for Commission approval prior to implementing any amendments. The Operator shall not implement the amended written plan until the Director approves the amended written plan. While the Director reviews the amended written plan, the Operator shall continue to implement the written plan most recently approved.

(e) At least every five years, the Operator shall ensure that the Operator's responsible gaming plan is independently reviewed by a third-party approved by the Director, which review shall comply with industry standards. The cost of the independent review is the responsibility of the Operator.

*History Note: Authority G.S. 18C-114(a)(14);
Previously adopted as Rule 1F-001;
Eff. January 8, 2024;
Readopted Eff. March 27, 2024.*