



Directive 05.2020

Class B Bookmakers

Terms and conditions – Class B bookmakers

Directive No. 05/2020 is drafted based on the provisions of article 33(c) of the Betting Law of 2019 37(I)/2019, as amended or replaced, (hereinafter referred to as “the Law”), which in this case provides that a person is competent and suitable for obtaining a Class B beneficiary licence, provided that the Authority considers that such person applies terms and conditions in the provision of betting services which, in the Authority's discretion, ensure adequate protection for the player.

2. The Authority has therefore decided that the terms and conditions of the bookmaker shall include, inter alia, the following regarding the protection of players:

- (a) Registered players shall have the right by electronic request to:
 - (i) Set the limit of the amount of the bet, in a given period of time,
 - (ii) Set the limit on the amount that the player can lose in a given period of time,
 - (iii) Set the time limit within which the player can bet, and
 - (iv) Exclude (opt out) themselves from betting, either for a certain period or indefinitely

- (b) Withdrawal of a limit or any modification to it which results to reduced player protection may only be carried out seven (7) days after the Class B bookmaker receives the player's electronic request, whereas any modification which results to increased player protection shall have an immediate effect upon receiving the relevant electronic request.

- (c) Self-exclusion is terminated automatically upon completion of the selected opt out period and any request for increase of the opt out period shall have immediate effect and application after the Class B bookmaker receives the electronic request.



(d) For the purposes of this Directive:

- (i) setting a limit according to section 2(a)(i), provides the player with the possibility of setting maximum limits per bet or/and per deposit over a certain period of time or/and for losses occurring over a certain period of time,
- (ii) setting a limit according to section 2(a)(ii), provides the player with the possibility of setting limits per deposit or/and for losses occurring over a certain period of time,
- (iii) setting a limit according to section 2(a)(iii), provides the player with the possibility of temporarily opting out from the opportunity to bet for a certain time period, either on a daily basis or on a certain day or days.

3. It is noted that the application for a Class B bookmaker licence shall be deemed to be incomplete at the evaluation stage, in the case that the bookmaker does not comply with the above.

4. This Directive repeals Directive 29/2018.

Ioanna Fiakkou

Chairwoman

**In case of discrepancy between English and Greek version, the Greek version supersedes.*

DIR.05.2020/18.12.20