



## Directive 10.2020

### Class B licenced Bookmakers

#### Website of Class B licenced bookmaker for online betting services and access address

Directive No. 10.2020 is drafted based on the provisions of articles 67 and 68 of the Betting Law of 2019 37(I)/2019, as amended or replaced, (hereinafter referred to as the “Law”).

2. Pursuant to article 67 of the Law, a Class B licenced bookmaker is obligated to maintain a website, which shall contain in its homepage all the following information:

- a) the registered name of the company,
- b) their registered address,
- c) the official number, date of issue and validity of the licence for the provision of betting services.  
The website link of the licence must direct the user to the licence issued by the Authority,
- d) a statement that the Class B licenced bookmaker’s activities are regulated by the National Betting Authority (hereinafter referred to as the "Authority"),
- e) hyperlinks to websites of organisation specialised in providing help to people addicted to gambling which have been approved by the Authority,
- f) hyperlinks to the terms and conditions under services are provided by the Class B licenced bookmaker,
- g) information that the use of betting services provided by the Class B licenced bookmaker by minors is explicitly prohibited according to the Law. This information should be communicated using a logo, as well as displaying a verbal reference at the bottom of the website, provided that it is visible and understandable by the visitor/user on the website,
- h) information to the player that they may, by means of an electronic notice to the Class B licenced bookmaker:
  - (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

i) the method for submitting and the procedure for handling complaints from registered players.

3. Pursuant to article 67(j) of the Law, the Authority has the power to specify any information that should be included in the homepage of the Class B licenced bookmaker's website. Therefore, the Authority has decided that Class B bookmakers shall include in their website the following:

- a) a hyperlink to the instructions regarding the player registration process,
- b) the Authority's logo, as a hyperlink/website link to the Authority's website,
- c) possibility to change language to Greek and English,
- d) a counter in a prominent position that displays the remaining balance of the player's account in real time, during the whole time a player is browsing the website
- e) information on safer gambling and player protection, along with the relevant website links provided in articles 67(e) and 67(h) of the Law,
- f) all amounts related to betting services on the website are accompanied by the euro symbol (€).

4. Pursuant to the provisions of article 68 of the Law, the Class B licenced bookmaker is obliged to maintain a specialised website, accessible only via internet addresses ending in “.com.cy”.

5. It should be noted that the application for a Class B bookmaker licence shall be deemed to be incomplete at the evaluation stage, in the case the applicant does not comply with the website structure requirements.

6. This Directive repeals Directive 14/2016.

Ioanna Fiakkou  
Chairwoman

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

DIR.10.2020/18.12.20