

NATIONAL
BETTING
AUTHORITY

File No.: 13.35.001.001/13.35.001.002

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Class B licensed bookmakers

6 September 2019

Directive 32/2019

Dormant Player Account

Directive No. 32/2019 is drawn up on the basis of the provisions of article 64(2) of the Betting Law of 2019, N. 37(I)/2019, as amended or replaced from time to time (hereinafter referred to as the “Law”), which concerns cases where no transaction is made in a player’s account for a period of twenty four (24) months, requiring the Class B licensed bookmaker to transfer the balance of the player's account to an account designated by the player or, if the player cannot be located, transfer the amount to the National Betting Authority (hereinafter referred to as the “Authority”). The amounts deposited into the Authority’s account are to be used according to regulations issued by the Council of Ministers. Provided that, there is no right to raise any claim against a Class B licensed bookmaker who has transferred an amount from the player’s account to the Authority, in accordance with the provisions of the Law.

2. For the purposes of this Directive, “dormant player account” means a registered Class B player account with no transactions for a period of twenty-four (24) consecutive months.

3. Consequently, if a player’s account maintains a positive balance at the time when it is deemed dormant, then the bookmaker must act accordingly and track the player based on the contact information already held in the bookmaker’s database, with the purpose of transferring the outstanding amount to a bank account designated by the player:

Provided that, the bookmaker has a duty to inform the player about the provisions of the Law concerning dormant accounts, as well as of the exact balance of the player’s account.

4. Outstanding amount to be transferred to the Authority

- (a) If a player with a dormant account is not tracked within one (1) month from the bookmaker's first attempt to contact him, the outstanding balance is then deposited through a bank transfer to the Authority, executed using the following details:

Credit Institution: **Bank of Cyprus Public Company Ltd**

Beneficiary: **National Betting Authority**

IBAN: **CY71 0020 0195 0000 3570 3046 0931** (paper form) or
CY71002001950000357030460931 (electronic format)

SWIFT (BIC): **BCYPCY2N**

Payment Details: **"Dormant Account (name of the legal entity of the bookmaker):
(player account number)"**

- (b) Following the execution of every bank transfer, proof of payment and a detailed statement (Annex A – Statement of Bank Transfers to the NBA per Dormant Account) must be sent to the Authority stating:

- i. Bookmaker's licence number
- ii. Bookmaker's legal entity name and / or trade name
- iii. Unique Dormant Account Number
- iv. Player's Account Number
- v. Player's name
- vi. Player's national ID / Passport number
- vii. Dormant account balance
- viii. Date the account became dormant
- ix. Unique Transaction Number (bank transfer)
- x. Date of Bank Transfer
- xi. Player tracking actions (example: 2 emails, 1 phone call, and 1 letter)

- (c) In addition to the above, a detailed statement should be sent to the Authority, showing details of all bank transfers executed in respect of dormant accounts (Annex B – Semi-Annual Condensed Statement of Dormant Accounts). The statement shall be prepared on a semi-annual basis

commencing on the 1st of January of each calendar year and shall be submitted within ten (10) calendar days of the end of each six-month reporting period with the following:

- i. Bookmaker's licence number
- ii. Bookmaker's legal entity name and / or trade name
- iii. Unique Dormant Account Number
- iv. Player's Account Number
- v. Player's name
- vi. Player's national ID / Passport number
- vii. Amount transferred per player
- viii. Total number of dormant accounts
- ix. Total amount deposited to the Authority

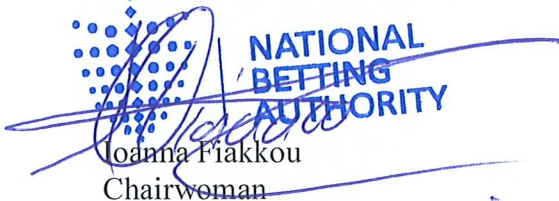
(d) Please note that payment receipts (electronic or printed) and detailed statements are sent to the Authority only via email, at dormant@nba.gov.cy.

5. Closure of a dormant account

(a) A dormant player account is closed only if the account has no outstanding balance, either at the time that it is deemed dormant or following the bank transfer according to paragraphs 3 or 4.

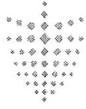
(b) Thereafter, the bookmaker is required to inform the player in regard to the account closure and any related bank transfer, through an email, to the player's last known email address.

6. This Directive shall enter into force on the 6th of September 2019.



**NATIONAL
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Ioanna Fiakkou
Chairwoman

**in case of discrepancy between English and Greek versions, the Greek version supersedes*



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ANNEX A						
STATEMENT OF DORMANT ACCOUNT NUMBER: 00001						
<table><tr><td>CLASS B BOOKMAKER</td><td><i>(Bookmaker's legal entity name and / or trade name)</i></td></tr><tr><td>LICENCE No</td><td><i>(B0XX)</i></td></tr></table>			CLASS B BOOKMAKER	<i>(Bookmaker's legal entity name and / or trade name)</i>	LICENCE No	<i>(B0XX)</i>
CLASS B BOOKMAKER	<i>(Bookmaker's legal entity name and / or trade name)</i>					
LICENCE No	<i>(B0XX)</i>					
1	DORMANT ACCOUNT No	00001				
2	PLAYER ACCOUNT No					
3	PLAYER NAME					
4	PLAYER'S NATIONAL ID /PASSPORT No					
5	DORMANT ACCOUNT BALANCE (€)					
6	DATE THE ACCOUNT BECAME DORMANT					
7	UNIQUE TRANSACTION No (BANK TRANSFER)					
8	DATE OF TRANSACTION					
9	PLAYER TRACKING ACTIONS (example: 2 emails, 1 phone call, and 1 letter)					



ANNEX B

CLASS B BOOKMAKER	<i>(Bookmaker's legal entity name and / or trade name)</i>
LICENCE N°	<i>(B0XX)</i>
REFERENCE PERIOD	<i>(DD/MM/YY - DD/MM/YY)</i>

[illegible]