

Reporting for Regulations and Guidance Timeframe

Report or return	Applicable licence
Annual betting procedures, key persons and ticket information	Relevant betting-sector licensee: Terms & Conditions
Change to betting procedures or systems	Relevant betting-sector licensee: Terms & Conditions
Weekly betting return with detailed daily report	Relevant betting-sector licensee: Terms & Conditions
Casino annual operational information	Relevant casino gaming licensee; Terms & Conditions
Casino procedure change	Relevant casino gaming licensee; Terms & Conditions
Casino floor-plan or layout change	Relevant premises, gaming operator or gaming owner licensee - Terms & Conditions
Device inventory, certification or configuration update	Gaming owner, technical operator, distributor or other relevant licensee - Terms & Conditions
Kiosk variance exceeding \$500	Relevant casino or gaming operator using kiosks
Surveillance downtime exceeding 24 hours	Relevant premises/casino gaming operator
Peer-to-peer collusion, game manipulation or unauthorised software incident	Relevant electronic gaming/betting operator
Unresolved peer-to-peer player dispute	Relevant electronic gaming/betting operator—scope to be confirmed
Confirmed fraudulent player-account activity	Licensee operating player accounts—scope to be confirmed
Self-exclusion enforcement failure	Licensee subject to self-exclusion controls—scope to be confirmed
Complaint records and responses requested by GCC	Relevant licensee receiving a GCC request
Cybersecurity incident or personal-data breach	Licensee operating regulated systems or holding player/regulatory data
Unapproved game, wager error or game-rule incident	Relevant gaming/betting operator- Terms & Conditions
Equipment tampering, software irregularity or suspected operational fraud	Relevant operator, gaming owner or technical operator - Terms & Conditions
Compliance examination acknowledgement, clarification response and submission package	Licensee or regulated person served with a GCC examination notice

Deadline	Supporting documents
No later than 60 days before the first working day of each calendar year	Procedures/terms; key persons and agents; specimen tickets and related information
At least 48 hours' prior written notice	Description, rationale, controls impact, testing and implementation date
Weekly	Daily betting report; wager, laid-off, refunded and cancelled-bet breakdowns; reconciliation
By the first working day of the calendar year	Approved procedures; key persons; game/table/device and ticket information, as applicable
48 hours before change, or immediately where operational/security risk is stated	Change description; risk/control impact; testing and implementation record
At least 72 hours before the change	Current and proposed plans; device/table placement; surveillance coverage; safety and access information
Before implementation; Applicants must allow sufficient time for a formal decision	Inventory; location; unique identifiers; laboratory certificate; software/firmware version; change record
Within 5 days	Variance report; reconciliation; cause; investigation and corrective action
Immediately after the 24-hour threshold is met	Start/end time; affected areas; cause; interim controls; repair evidence; incident log
Within 48 hours	Incident chronology; accounts/devices affected; evidence preserved; containment and player-impact assessment
After 7 calendar days unresolved	Complaint record; communications; account/game evidence; investigation and proposed resolution
Within 24 hours of confirmation	Account and transaction evidence; chronology; financial/player impact; containment; law-enforcement reference where applicable
Within 10 days	Incident details; affected person/account; transactions; cause; containment and corrective action
Within 10 working days of the request	Complaint register; responses; evidence; outcome; escalation and corrective action
Immediately	Incident chronology; systems/data affected; containment; recovery; impact; notifications to other competent authorities, where legally required
Within 48 hours	Game/wager details; players and amounts affected; cause; containment; correction and refund evidence
Immediately	Asset identifiers; event chronology; logs and evidence preserved; financial/player impact; containment and investigation
Acknowledge within 2 working days; clarifications within 5 working days; questionnaire/supporting documents within 10 working days	Completed questionnaire; Appendix A evidence; certifications and explanations required by the notice

Legal basis

Draft Conduct of Betting Regulations, regulation 3(1)

Draft Conduct of Betting Regulations, regulation 3(2)

Draft Conduct of Betting Regulations, regulations 8–9

Casino Gaming Industry Guidance Notes

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Guidance Notes and proposed PRYME framework

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Player Account Management Guidance Notes; Casino Gaming Industry Guidance Notes

Internal Controls Guidance Notes ; Player Account Management Guidance Notes; Casino Gaming Industry Guidance Notes

Internal Controls Guidance Notes; Casino Gaming Industry Guidance Notes

Guidance Notes and proposed PRYME framework

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Casino Gaming Industry Guidance Notes; proposed PRYME framework

Proposed GCC Compliance Examination procedure and notice