

Chapter 63: RESPONSIBLE WAGERING PROGRAM

1. Each facility or mobile license applicant shall propose a responsible wagering program as an element of its license application. An operator shall maintain its plan for as long as the operator accepts wagers in the State of Maine. An operator may propose amendments to its responsible wagering program provided it submits the amendment for approval by the Director at least thirty (30) calendar days before the proposed effective date of any changes to the plan.
2. The responsible wagering program shall include, at a minimum, the following unauthorized list requirements:
 - A. A clear statement of policy and commitment, training, procedures, and certification of implementation to begin at time of licensure;
 - B. A process for individuals to make a request to be placed on the unauthorized list on a form(s) approved by the Director, which shall include:
 - (1) Any person may request to be added to the unauthorized list pursuant to these rules by appearing in person at an office of the State of Maine Gambling Control Unit, a licensed facility operator; or
 - (2) An affiliate office of the Problem Gambling Services Provider of the Maine Center for Disease Control and Prevention; or
 - (3) Links provided by the Gambling Control Unit, mobile operator or management services provider website to the problem gambling service provider for a virtual request to the unauthorized list.
 - C. A procedure to satisfy and or close prior wagers and accounts before being accepted to the unauthorized list;
 - D. A procedure for removing a person from a licensed facility or preventing or cancelling a wager from a mobile operator who is on the unauthorized list;
 - E. Identify the procedures designed to prevent promotional materials or communications from being directed specifically to individuals who have been added to the unauthorized list, applied a restriction on their account or who have requested that they not receive such materials or communications;
 - F. A clear and conspicuous display on the operator's website(s), mobile app(s) or advertisements indicating that it is unlawful for a person under twenty-one (21) years of age to wager on sports in the State of Maine;
 - G. A plan for providing comprehensive responsible wagering training to employees who may interact with patrons or mobile operator employees to respond to circumstances in which sports wagering account activity may indicate signs that are consistent with gambling addiction, including annual refresher training;
 - H. Time frames available for placement on the unauthorized list shall be available for terms of one, three or five years initially and shall automatically terminate upon expiration. The expiration will occur on the last day of the month of the original request for placement on the unauthorized list;

- I. Procedures for the interception of sports wagering winnings to pay child support debt as required in Title 8, Chapter 35, §1217; and
 - J. Upon completion of one of the three terms in (H.) a person may request lifetime and shall be required to complete ten years before being able to request removal from the list which shall be in writing and submitted to the Director.
3. The Gambling Control Unit will maintain the official unauthorized list and notify each operator of any addition to or deletion from the list by password protected electronic mail or fax and on a monthly basis will provide the entire list.
 4. A responsible wagering program shall include, at a minimum, the following restriction requirements:
 - A. A clear statement of policy and commitment, training, procedures, and certification of implementation to begin at time of licensure;
 - B. A process for the operator to prevent individuals who have requested restrictions from placing wagers. For each individual who makes such a request, operators shall provide the individual with additional responsible wagering resources; and
 - C. Restrictions shall be offered at a minimum for the following:
 - (1) Amounts wagering;
 - (2) Time from wagering;
 - (3) Deposit amounts; and
 - (4) Session-times.
 5. A plan for making responsible wagering information available and legible on the operator's website(s), mobile app(s) or advertisements including publication of the 1-800 GAMBLER helpline.
 6. The height of the font used for responsible wagering messaging must be at least the same size as the majority of the text used in the operator's webpage or profile page.
 7. Information furnished to or obtained by the Director pursuant to this chapter will be deemed confidential and will not be disclosed except in accordance with this chapter or as required by statute.
 8. Sports wagering licensees, their employees, or agents thereof, may not disclose the unauthorized list or any information about a person who has requested to be on the unauthorized list except as necessary to comply with this chapter or as otherwise required by law.