

IAGR

International Association of Gaming Regulators

DECEMBER 2010



IAGR WELCOMES NEW CHAIR

Serobi Maja, Chief Executive Officer, Limpopo Gambling Board has taken over as the new Chair of the International Association of Gaming Regulators (IAGR). Serobi takes over from Peter Cohen, Executive Commissioner and CEO of the Victorian Commission for Gambling Regulation in Australia.



A MESSAGE FROM CHAIRMAN SEROBI MAJA

May I seize this opportunity to express my indebtedness to members of the Steering Committee and all members of IAGR, for the confidence they have shown in me to lead our esteemed Association for the 2010/2011 year. With the unwavering support and commitment of all members of our Association, we cannot fail in our endeavor to make IAGR the pride of us all.

As we have, during our Conference in Washington D.C., taken the decision to part ways with the International Association of Gaming Advisors (IAGA), it is, therefore, imperative that all of us should put our shoulder to the wheel in order to ensure that our Association succeeds in its effort not only to live up to its mission statement but also to bring a new spirit of togetherness and co-operation among all gaming jurisdictions of the world.

I have no doubt that the road ahead may not be a smooth one. However, I remain convinced that given the caliber of the men and women that form the body of our Association, we cannot fail to make the 2011 Annual Conference in South Africa, one of the very best.

The high level of enthusiasm shown by South Africa as the next host of our Conference, gives one the confidence that our Association can only grow from strength to strength.

May I conclude by wishing all members of our great Association, a very joyous festive season and prosperous 2011.

Serobi Maja
Chair (IAGR)

REMINDER

We welcome any contributions to the newsletter. If you are interested in contributing an article or offer any suggestions, please email IAGR Secretary James Chan at: jamescra@starhub.net.sg.

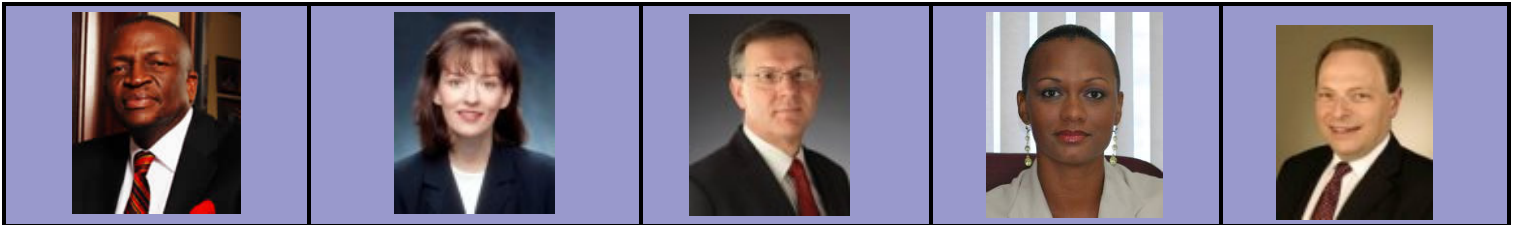
If you haven't done so yet, be sure to request a password for the Members Only Portal to connect with your fellow IAGR members around the globe.

Send your requests to:
shenseljar@state.pa.us.

For more information log on to www.iagr.org



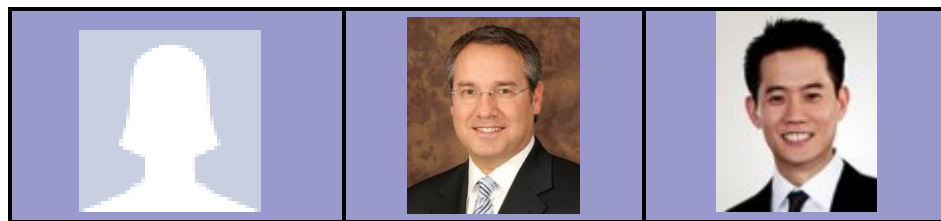
2010/2011 STEERING COMMITTEE



Pictured from left to right: Serobi Maja (South Africa), Chair, IAGR; Susan Hensel, (USA), Vice Chairman, IAGR; Andre Wilsenach (Alderney); Kaye McDonald (Antigua); and Peter Cohen (Australia)



Pictured from left to right: Mike Sarquis (Australia) ; Atle Hamar (Norway); T. Raja Kumar (Singapore); Zukiswa Ntlangula (South Africa); and Jenny Williams (United Kingdom)



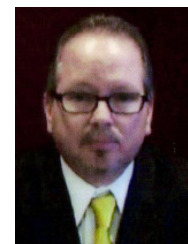
Pictured from left to right: Trudy Smith (USA) Not Pictured; Mark Lipparelli (USA); and James Chan (Singapore), Secretary IAGR



Keith Manch

WITH APPRECIATION...

We would like to thank outgoing Steering Committee members Keith Manch (NZ) and Dennis Neilander (USA) for their contributions to the Steering Committee and to the International Association of Gaming Regulators.



Dennis Neilander



REPORT FROM BUSINESS MEETING IN WASHINGTON D.C.

2010 is proving to be a significant year for IAGR. As those of you who attended the IAGR business meeting in Washington know, the membership voted for IAGR to take its first steps toward independence. The decision to become an organization distinct from IAGA was not an easy one and was only taken after considerable discussion.

IAGR was established almost 20 years ago as an offshoot of IAGA but, to date, IAGR's primary function has been to organise its own conference program. IAGA has managed IAGR's finances and has arranged the annual conference venue, logistics and sponsorship. IAGR has benefited from this partnership and has grown from a small group of regulators to more than 150 members in 43 jurisdictions thanks in no small part to IAGA's support.

However, with growth has come an increasing difference in the nature and focus of the two organizations. IAGA has less than 10% of its membership from outside North America while IAGR has only about 12 % members from within North America. IAGA members, for whom the conference is a major professional and social networking event, have been reluctant, especially in recent economic times, to travel outside North America except to major, well known tourist locations. While the conference program this year reflected the very real efforts made by the two organizations to make the event more international and coordinated, the very different memberships and interests have at times made making a common agenda difficult to achieve.

In recognition of this, prior to the conference in Washington, the Steering Committee began looking into IAGR's options for the future and considering whether it was desirable or feasible for IAGR to become independent. As part of this effort, Atle Hamar, former IAGR chair, consulted other members and looked at how GREF (the European regulators association) was able to thrive as an independent organization. He determined that IAGR could run a more modest conference without a significant increase in membership fees or cost of the conference itself.

At the business meeting, the steering committee suggested that IAGR was at a point in its maturity to run its own affairs if suitably managed. After debate about the potential risks and increased management burden IAGR would be taking on, the need to incur the cost for part time administrative help and, bolstered by offers from South Africa to host the 2011 conference and Singapore the 2012 conference, the membership endorsed the following proposals to:

Establish governance independent from IAGA;

- Identify the location for and begin planning for the next two conferences (South Africa in 2010 and Singapore in 2012) with a goal toward finding a suitable conference to run back to back with beginning in 2012
- Rely on conference hospitality or events organised by the host country or state owned gambling operator

The business meeting also endorsed the recommendations of the Communications Subcommittee, which made a number of recommendations, to build up IAGR as a virtual regulatory community increasing its membership and facilitating the exchange of views throughout the year.

Through this year of transition, Peter Cohen, immediate past Chair of IAGR, worked with IAGA to achieve an extremely productive and coordinated conference while at the same time leading the discussions within IAGR and IAGA regarding independence. Peter is credited with not only a very successful conference but also a continued good relationship with IAGA, including the promise of continued contact and invitations to attend sessions at each other's events. Both are a reflection of the skill and effort he devoted to his year in office and warrant our thanks. We look forward to working with each of you as we embark on this new era for IAGR and continue our evolution as the premier association of international gaming regulators.

Susan Hensel
Vice Chair (IAGR)



SUB-COMMITTEES FORMED BY STEERING COMMITTEE

The Steering Committee has formed three sub-committees namely a Governance Sub-Committee, a Communications Sub-Committee and a Conference Sub-Committee.

I The *Governance Sub-Committee* chaired by T. Raja Kumar will be responsible for developing the IAGR’s governance framework including a review of the IAGR’s membership structure, its financial arrangements and the election process of Steering Committee members. The other members of the Governance Sub-Committee are Susan Hensel, Mike Sarquis and Mark Lipparelli.

III The *Communications Sub-Committee* chaired by Susan Hensel aims to improve communications outside of the annual conference as a means of facilitating an exchange of information and ideas between regulators on an ongoing basis. The other members of the Communications Sub-Committee are Jenny Williams and T. Raja Kumar.

III The *Conference Sub-Committee* chaired by Serobi Maja will be responsible for the planning of the 2011 Conference. The other members of the Conference Sub-Committee are Zukiswa Ntlangula, Atle Hamar and Trudy Smith.

Jurisdictional Roundup—Singapore

Strong Inter-Jurisdictional Regulator Collaboration Brings Success

This has been a landmark year for Singapore and the city-state’s fledgling Casino Regulatory Authority (CRA). The opening of the two Integrated Resorts with casinos – Resorts World Sentosa (RWS) and Marina Bay Sands (MBS) – were major milestones in a carefully planned process that saw the evaluation and award of the multi-billion dollar projects to proposers with the most potential to re-invent Singapore as a tourist destination while providing more jobs for Singaporeans.

The opening of the two casinos on 14 February 2010 (RWS) and 27 April 2010 (MBS) was generally smooth. This was the result of extensive preparations by CRA and other government agencies to ensure that the necessary systems, structures and processes were in place pre-opening, and that operational issues and challenges were dealt with efficiently and effectively.

CRA could not have achieved the above without Singapore’s firm foundation built upon a strong rule of law, a robust regulatory framework, and a strong collaborative network within the Singapore Government and with our fellow regulators. CRA would like to thank the many IAGR regulators who shared their invaluable experiences and insights with us throughout this journey.

Contributed by: Casino Regulatory Authority of Singapore



CE CRA T. Raja Kumar presenting an update on Singapore’s casinos at the Oct 2010 Conference. Also on stage is IAGR Chair Serobi Maja who was the Master of Ceremony for the conference day.





Financial Services Regulatory Commission in collaboration with GAMCARE Social Responsibility Training Seminar



‘Antigua and Barbuda’s Financial Services Regulatory Commission (FSRC) takes Social Responsibility and Player Protection seriously’

Internationally recognised problem gaming charity GamCare and the Antigua and Barbuda Financial Services Regulatory Commission collaborated on a unique social responsibility training programme for Antiguan licensees.

The training initiative, which took place from the 24th -26th November 2010, demonstrated the Financial Services Regulatory Commission’s strong commitment to social responsibility. The regulatory body took a proactive step by inviting GamCare to the twin-island nation to deliver a bespoke Social Responsibility training programme for all gaming operators licensed in the jurisdiction. UK-based GamCare has advised many other gaming jurisdictions but it was the first time that it collaborated with the regulator in a practical programme of this nature. In addition to the licensee training, GamCare also assisted the gaming regulators in the assessment, development and advancement of their social responsibility gaming regulations.

Commenting on the social responsibility programme, Director of Gaming, Kaye McDonald of Antigua’s FSRC said:

“We are delighted that GamCare has agreed to work with us on this initiative. Licensees under our jurisdiction will benefit from the expertise of this internationally renowned non-profit organisation, with its years of experience in tackling and preventing gambling-related harm. GamCare has formulated a bespoke programme to ensure that our licensees are equipped with the knowledge to meet our required high standards of player protection and social responsibility.”

Andy McLellan, GamCare CEO said:

“I applaud this important initiative of the FSRC, which represents its strong advocacy of responsible practices in the remote gaming industry. Remote gaming products covered by licences in this jurisdiction are, of course, accessed by players internationally. By inviting GamCare’s collaboration in this joint enterprise to support Antiguan Licensees, the Commission is ensuring that together we give these players the vital protection that they need to help them to gamble responsibly.”

The Commission recognizes that internet gaming is not always viewed favorably, however the jurisdiction remains committed to the delivery of gaming entertainment being provided in a socially responsible environment. With this in mind, our social responsibility commitment is underpinned by four main objectives:

- **To Strengthen** the industry’s commitment to responsible gaming and player protection
- **To Enhance** the capacity of operators to conduct business in a manner that promotes responsible gaming, upholds the jurisdictions regulatory requirements and social responsibility commitment.



Financial Services Regulatory Commission in collaboration with GAMCARE Social Responsibility Training Seminar (continued from page 5)

- **To Protect** consumers gaming with Antigua based sites by demonstrating adherence to our regulatory and licensing objectives, particularly as it relates to social responsibility and player protection; and
- **Accountability**, operators will be accountable to ensure that it has incorporated industry best practices with respect to providing gaming entertainment in a socially responsible environment

Antigua and Barbuda amended its Interactive Gaming and Interactive Wagering Regulations in 2008 to provide for the establishment of a Gambling Addiction Research and Education fund (GAREF). The purpose of the fund is to educate the public on the risks associated with remote gaming, increasing social awareness particularly with minors, as well as providing resources for the treatment of problem gambling. Funding will be derived from mandatory contributions from licensees, the Commission and penalties. The Commission has been working with both clinical and academic professionals to attain the highest level of knowledge in the addictive gambling field for the purpose of advancing the establishment of the Fund, its regulations and guidelines.

Contributed by: Antigua and Barbuda, Financial Services Regulatory Commission (FSRC)



About Antigua and Barbuda Financial Services Regulatory Commission

Antigua and Barbuda, **Financial Services Regulatory Commission (FSRC)** was established in 2002 following a series of amendments to the International Business Corporations Act, Cap 222, as amended.

The FSRC license, regulate and supervise a range of international financial services and businesses, to include interactive gaming and interactive wagering. The legal and regulatory framework for internet gaming companies is provided in the International Business Corporations Act, Cap 222, as amended, the Interactive Gaming and Interactive Wagering Regulations, 2007 and the ancillary control systems guidelines.

In keeping with international standards of best practice, the Commission has embarked on an island-wide initiative to firstly respond to the issue of problem gambling and secondly to ensure that the delivery of gaming services in Antigua is conducted in a manner which is socially responsible. As a result, regulations have been amended to include the establishment of a gaming addiction research fund which will be used for the purposes of researching social development and awareness programs, and training and educating the public (especially youths) about the risks associated with gambling.

Subsequently, Antiguan licensees will be mandated to provide a monetary contribution, along with the Commission. The jurisdiction's gaming regulatory model is founded on five distinct pillars: prevention of money laundering and terrorist financing; licensee integrity, transparency and accountability; and, above all, safeguarding the interests and well-being of the players.

On November 21, 2008, the United Kingdom formally designated Antigua a trusted, "white listed" jurisdiction, a designation that recognizes the jurisdiction's robust licensing and oversight controls. The white-listed status enables Antiguan licensees to advertise their gaming services within the UK. In December 2009 the jurisdiction was white-listed after having substantially implemented the internationally agreed tax standards of the Organization for Economic Co-operation and Development (OECD).

For more information about the Financial Services Regulatory Commission visit www.fsrc.gov.ag or contact director@antiguagaming.gov.ag

ABOUT GAMCARE

GamCare is the leading provider of advice, practical help, support and treatment for anyone affected by problem gambling.



HAPPY
HOLIDAYS

and



BEST WISHES

for a

HAPPY

NEW YEAR