



# Alternative Dispute Resolution (ADR) Monthly Report Submission Manual

Malta Gaming Authority

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## Acronyms

<b>ADR</b>	<b>Alternative Dispute Resolution</b>
<b>B2C</b>	Business-to-Consumer
<b>LRMS</b>	Licensee Relationship Management System
<b>MGA</b>	Malta Gaming Authority
<b>PSU</b>	Player Support Unit

## 1 Introduction

By virtue of articles 39(2) and 39(5) of the Player Protection Directive (Directive 2 of 2018), B2C licensees shall offer players the possibility of referring any dispute to a registered ADR entity if the same player feels that the dispute was not resolved to their satisfaction. Consequently, B2C licensees shall inform the Authority of the decisions of the ADR entity to which the dispute has been referred. Part V of the ADR Directive (Directive 5 of 2018) further delves into the obligations of B2C licensees when reporting ADR proceedings to the Authority. It stipulates that the Authority shall be notified that a dispute has been referred to an ADR entity by the 20<sup>th</sup> of the following month together with the monthly report on player funds and details the information that shall be submitted to the Authority, including the details of the parties involved as well as the subject matter of the dispute. B2C licensees are also obliged to notify the Authority of the outcome of the dispute with the submission of the following monthly report on player funds.

This manual is intended to provide additional guidance to B2C licensees on the format and details of each submission.

## 2 ADR Monthly Report Submission

B2C licensees are required to submit the ADR Report by the 20<sup>th</sup> of each month, and each report shall include the disputes referred to the ADR entity during the previous month, and where applicable, the outcome of that same dispute and/or the outcome of disputes reported in ADR Reports of previous months. In cases where no disputes were referred to ADR entities, B2C licensees are still required to submit the ADR Report and report NIL disputes.

It is important to note that in cases where the following monthly report is less than three (3) working days away from the date upon which a decision has been taken by the ADR entity, the B2C licensee may submit the dispute within the next monthly report.

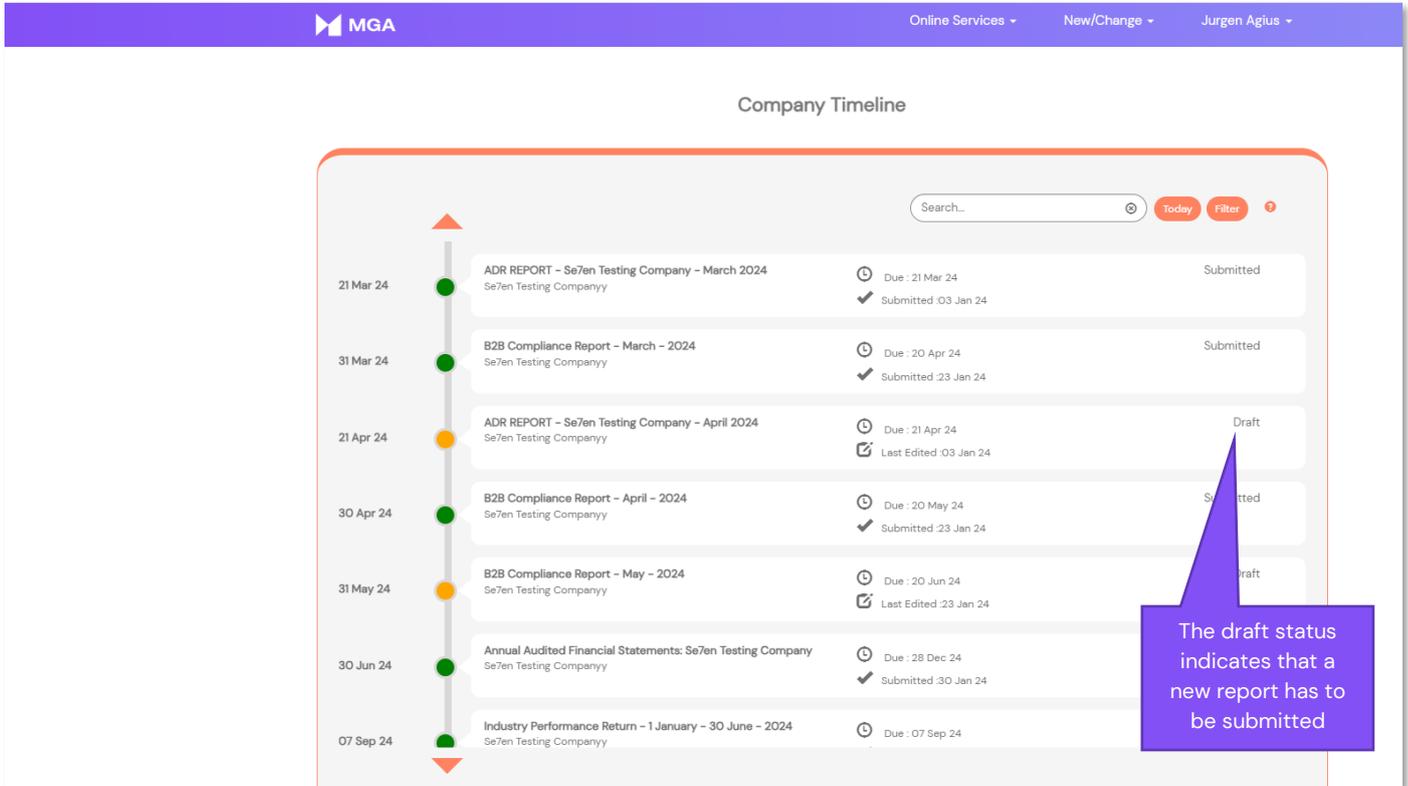
### 2.1 Email Notification

B2C licensees shall receive an automated email notification three (3) days prior to the deadline, reminding the operator that the ADR Monthly Report is due in three days. All the automated email notifications are sent directly to the licensee's Key Compliance email address.

### 2.2 LRMS Portal Company Timeline

Upon logging into the LRMS portal, the person submitting the respective monthly report must select the company which they are representing and on behalf of which licensee the report is being submitted.

As can be seen in the screenshot below, the ADR report can be accessed from the 'Company Timeline'.

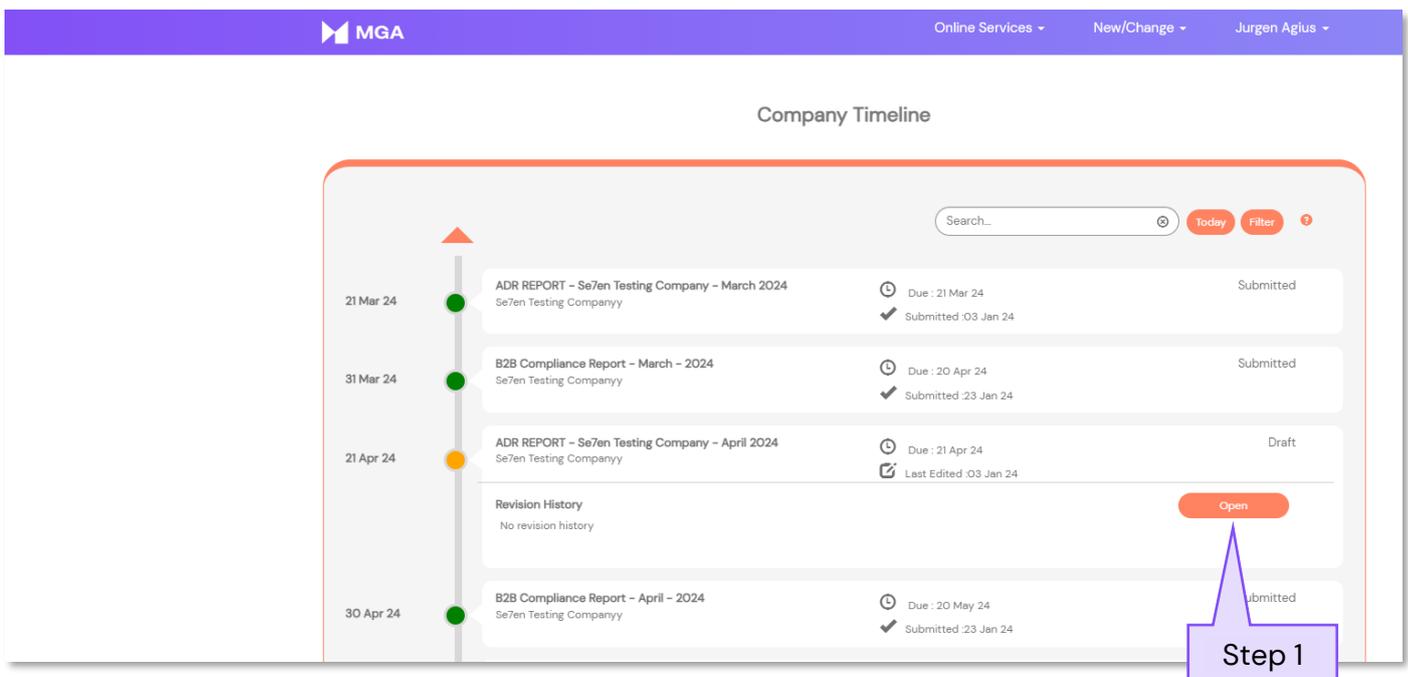


**Company Timeline**

Date	Report Title	Status	Due Date
21 Mar 24	ADR REPORT - Se7en Testing Company - March 2024	Submitted	21 Mar 24
31 Mar 24	B2B Compliance Report - March - 2024	Submitted	20 Apr 24
21 Apr 24	ADR REPORT - Se7en Testing Company - April 2024	Draft	21 Apr 24
30 Apr 24	B2B Compliance Report - April - 2024	Submitted	20 May 24
31 May 24	B2B Compliance Report - May - 2024	Draft	20 Jun 24
30 Jun 24	Annual Audited Financial Statements: Se7en Testing Company	Submitted	28 Dec 24
07 Sep 24	Industry Performance Return - 1 January - 30 June - 2024		07 Sep 24

The draft status indicates that a new report has to be submitted

In order to proceed to the report, users must select 'Open' as seen below in **Step 1**.



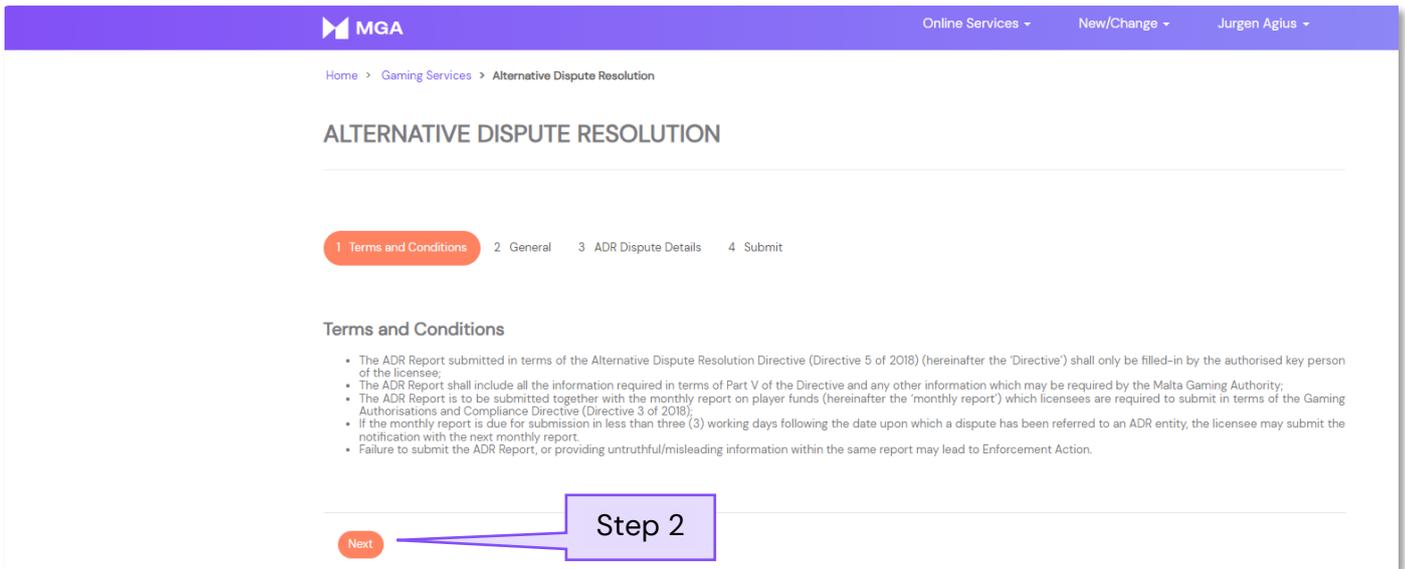
**Company Timeline**

Date	Report Title	Status	Due Date
21 Mar 24	ADR REPORT - Se7en Testing Company - March 2024	Submitted	21 Mar 24
31 Mar 24	B2B Compliance Report - March - 2024	Submitted	20 Apr 24
21 Apr 24	ADR REPORT - Se7en Testing Company - April 2024	Draft	21 Apr 24
	Revision History	No revision history	
30 Apr 24	B2B Compliance Report - April - 2024	Submitted	20 May 24

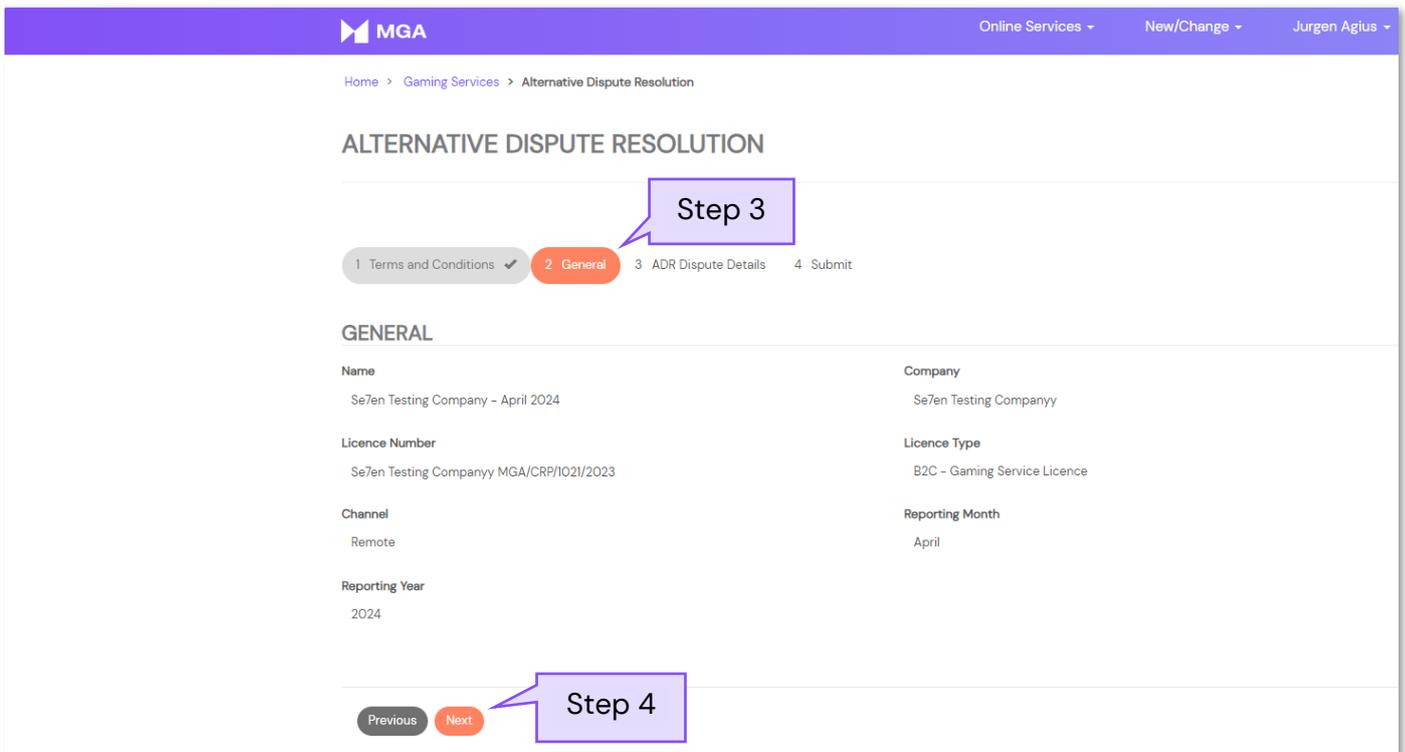
Open

Step 1

In section one, the Terms and Conditions of the ADR Report are visible. These must be read and thoroughly understood before proceeding to the next section. After reading the Terms and Conditions, the relevant licensee must select 'Next' as seen in **Step 2** below.



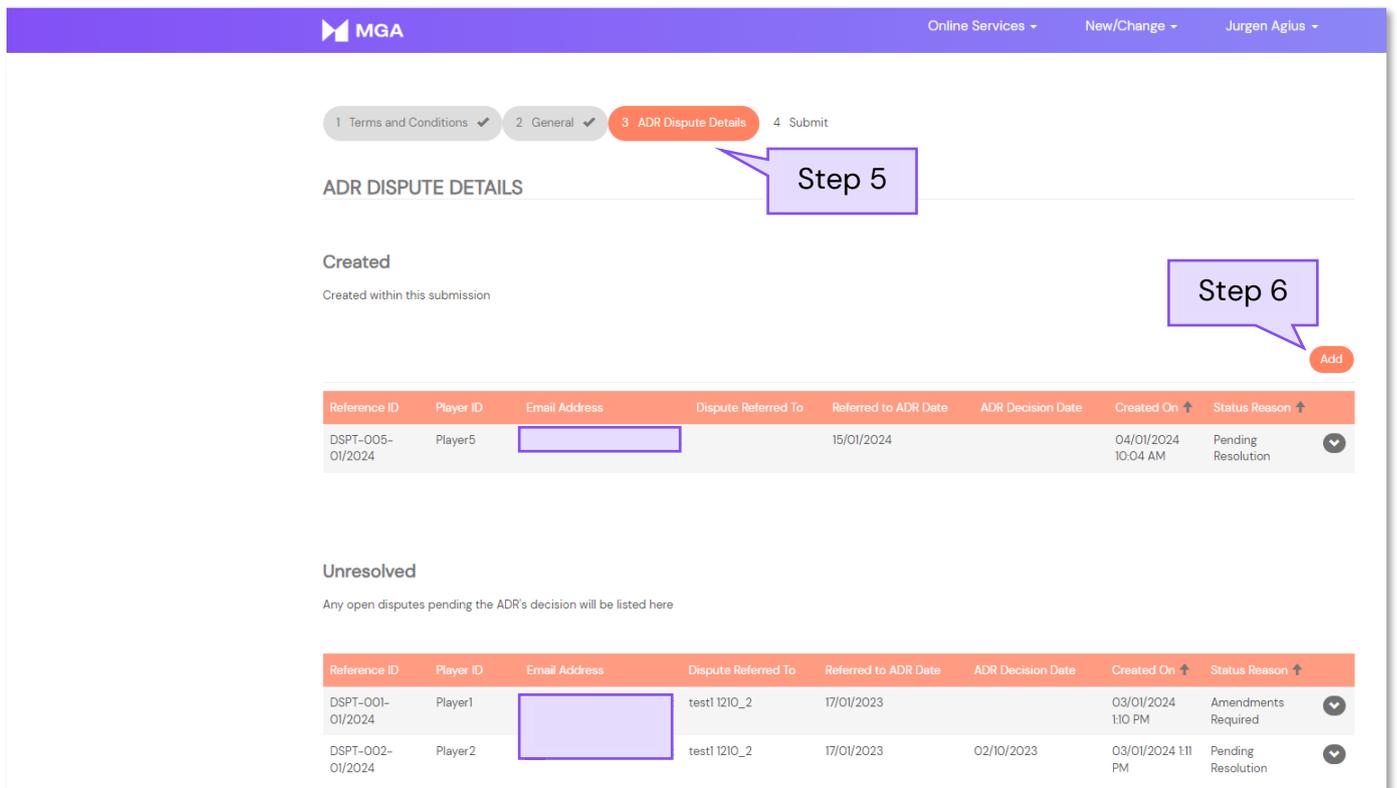
In the second section (**Step 3**), users will be able to view the company details, namely, the name of the licensee, licence number as well as the reporting month and reporting year, as per the below image.



As per **Step 4**, clicking 'Next' will take the user to the next section where new disputes can be added and modifications to existing disputes, such as adding the ADR decision date and conclusions, can be made.

### 2.2.1 Creating New Disputes

To create new dispute records, users are required to click 'Add' (**Step 6**) from the first table entitled 'Created' of the ADR Dispute Details section (**Step 5**).



1 Terms and Conditions ✓ 2 General ✓ 3 ADR Dispute Details 4 Submit

**ADR DISPUTE DETAILS**

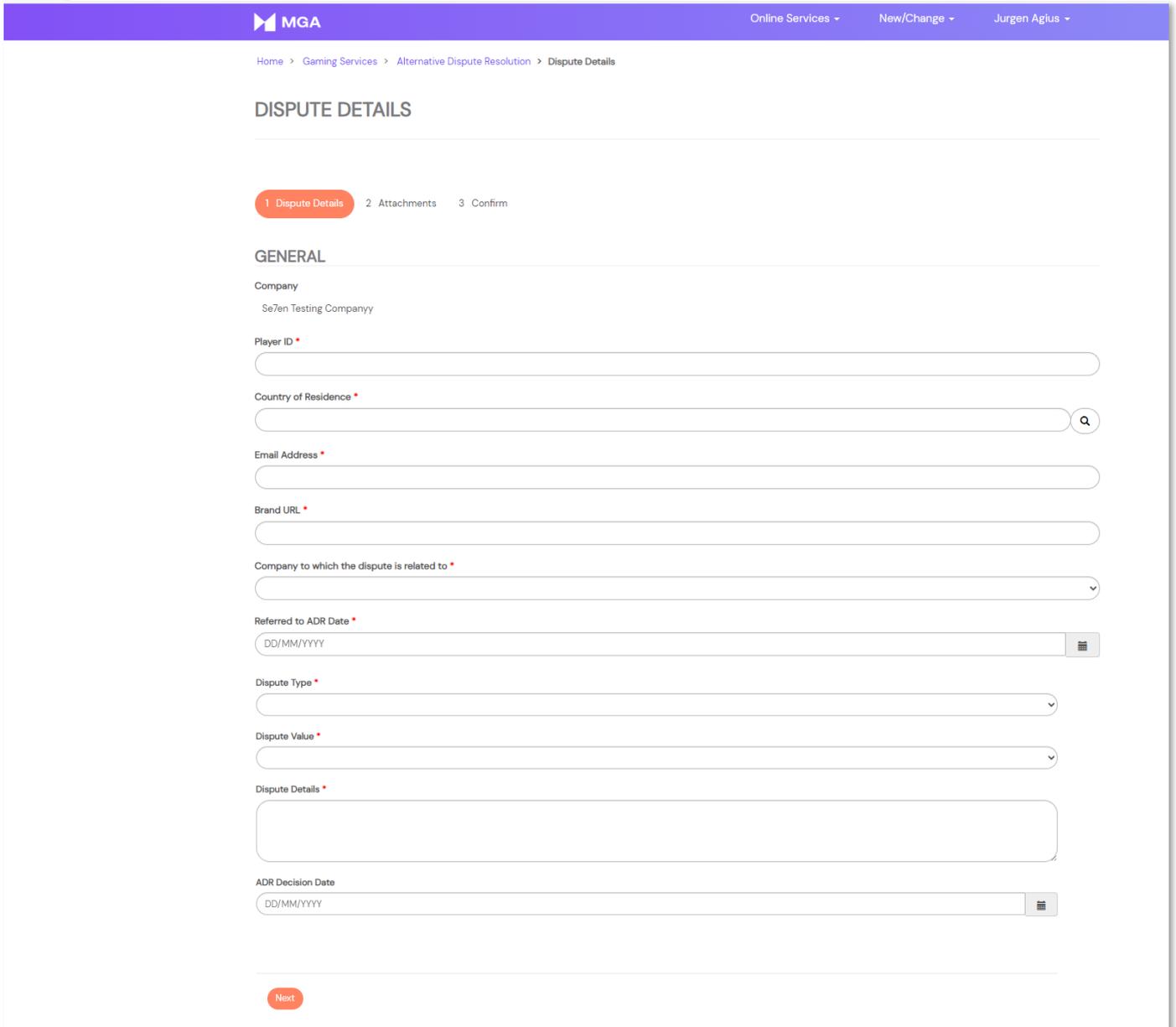
**Created**  
Created within this submission

Reference ID	Player ID	Email Address	Dispute Referred To	Referred to ADR Date	ADR Decision Date	Created On ↑	Status Reason ↑
DSPT-005-01/2024	Player5	<input type="text"/>		15/01/2024		04/01/2024 10:04 AM	Pending Resolution

**Unresolved**  
Any open disputes pending the ADR's decision will be listed here

Reference ID	Player ID	Email Address	Dispute Referred To	Referred to ADR Date	ADR Decision Date	Created On ↑	Status Reason ↑
DSPT-001-01/2024	Player1	<input type="text"/>	test1 I2IO_2	17/01/2023		03/01/2024 1:10 PM	Amendments Required
DSPT-002-01/2024	Player2	<input type="text"/>	test1 I2IO_2	17/01/2023	02/10/2023	03/01/2024 1:11 PM	Pending Resolution

The user is then redirected to the 'Dispute Details' page per the below image. Details pertaining to the player and the respective dispute are to be inputted in this section.



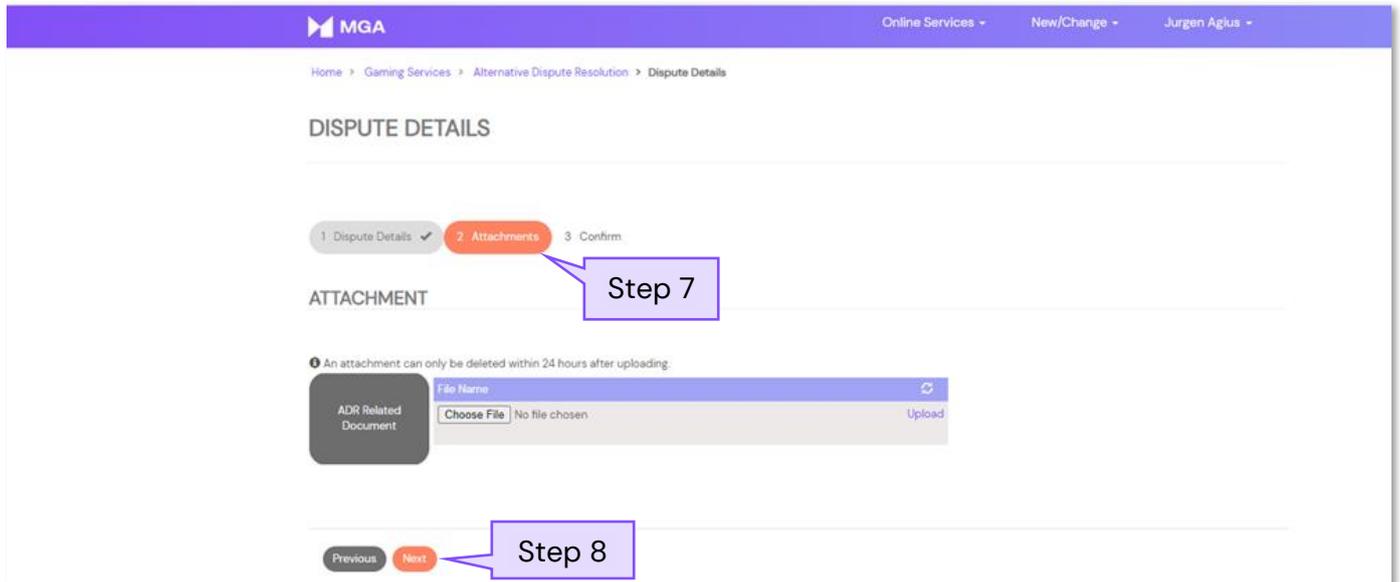
The screenshot shows the MGA online services interface for dispute details. The header includes the MGA logo, navigation links for 'Online Services', 'New/Change', and 'Jurgen Agius', and a breadcrumb trail: 'Home > Gaming Services > Alternative Dispute Resolution > Dispute Details'. The main heading is 'DISPUTE DETAILS'. Below it is a progress indicator with three steps: '1 Dispute Details' (active), '2 Attachments', and '3 Confirm'. The 'GENERAL' section contains the following fields:

- Company: Se7en Testing Company
- Player ID: Text input field
- Country of Residence: Dropdown menu with a search icon
- Email Address: Text input field
- Brand URL: Text input field
- Company to which the dispute is related to: Dropdown menu
- Referred to ADR Date: Date picker (DD/MM/YYYY)
- Dispute Type: Dropdown menu
- Dispute Value: Dropdown menu
- Dispute Details: Text area
- ADR Decision Date: Date picker (DD/MM/YYYY)

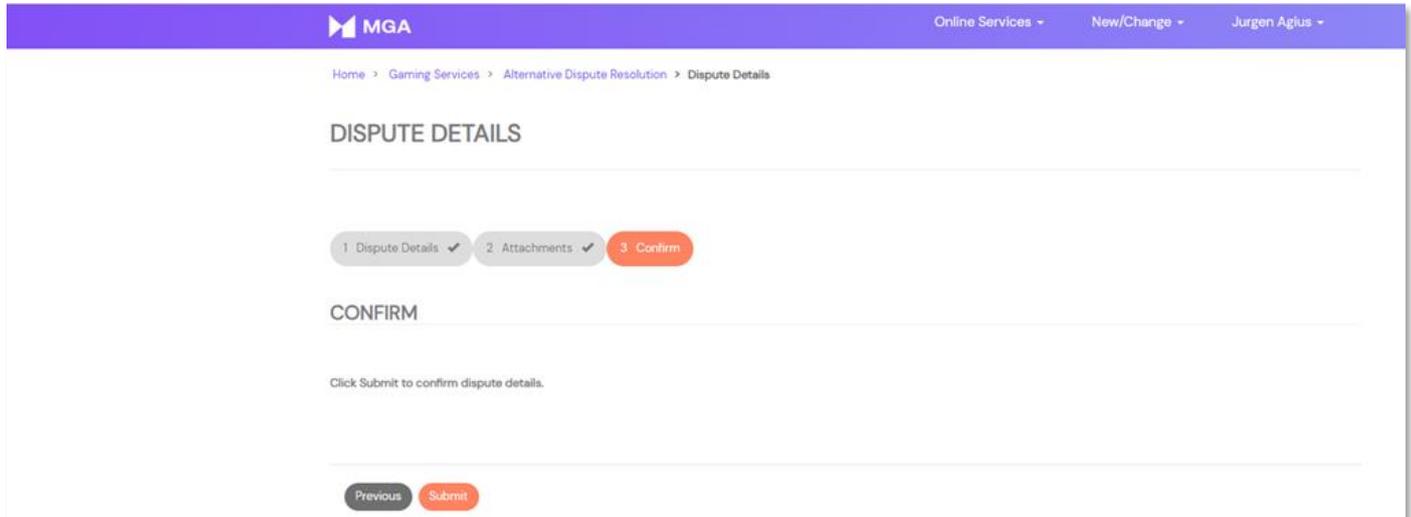
A 'Next' button is located at the bottom of the form.

All the above fields are mandatory with the exception of the ADR Decision date since the ADR investigation could take several weeks and therefore the ADR conclusion and the ADR decision date would have to be updated at a later stage. In such cases, any open disputes will be shown under the table entitled 'Unresolved Disputes' after the report has been submitted.

When creating a new record, licensees will also have the option to upload any relevant documentation pertinent to the dispute (**Step 7**). In cases where the ADR decision is communicated to the B2C licensee during the same reporting month, the report containing the ADR's conclusion must also be attached.



Once the user has uploaded all the relevant documentation, they may proceed to the final step by selecting 'Next' (**Step 8**). The final step is then to confirm and submit the dispute.



### 2.2.2 Unresolved Disputes

The Authority is aware of the fact that certain disputes may take ADR providers several weeks of investigations before a final verdict can be reached. Therefore, it is anticipated that certain disputes will be carried forward and updated with the ADR conclusions at a later stage. In these cases, the dispute will keep showing under the table entitled 'Unresolved' with the status reason 'Pending Resolution' until the ADR Decision date has been updated and the ADR conclusion report is attached.

MGA
Online Services ▾ New/Change ▾ Jurgen Agius ▾

1. Terms and Conditions ✓ 2. General ✓ 3. **ADR Dispute Details** 4. Submit

### ADR DISPUTE DETAILS

**Created**  
Created within this submission

Add

Reference ID	Player ID	Email Address	Dispute Referred To	Referred to ADR Date	ADR Decision Date	Created On ↑	Status Reason ↑
DSPT-005-01/2024	Player5			15/01/2024		04/01/2024 10:04 AM	Pending Resolution

**Unresolved**  
Any open disputes pending the ADR's decision will be listed here

Reference ID	Player ID	Email Address	Dispute Referred To	Referred to ADR Date	ADR Decision Date	Created On ↑	Status Reason ↑
DSPT-001-01/2024	Player1		test1 1210_2	17/01/2023		03/01/2024 1:10 PM	Amendments Required
DSPT-002-01/2024	Player2		test1 1210_2	17/01/2023	02/10/2023	03/01/2024 1:11 PM	Pending Resolution

It is important to note that the dispute details of records with the status 'pending resolution' are not editable. The only fields that are editable in these cases are the 'ADR Decision Date' and 'ADR Outcome'.

**ADR Decision Date**

✖

**ADR Outcome** \*

No Response from Player' is only to be used 1 year from the date that the player was referred to ADR.

**Comment Box**

Provide additional information on the ADR outcome, including but not limited to the information that the licensee was require to submit, timeline of events, and a detailed summary of the ADR decision. The licensee is also required to list the action(s) taken from their end following the conclusion of the ADR.

### 2.2.3 Closed Disputes

A dispute that has been updated with the ADR decision date, ADR outcome and the ADR conclusion report will be moved to the table entitled 'Closed Issue'. No further modifications could be made to disputes that are closed off.

**Closed Issues**  
Concluded disputes will be listed here

Reference ID	Player ID	Email Address	Dispute Referred To	Referred to ADR Date	ADR Decision Date	Created On	Status Reason
DSPT-003-01/2024	Player3		test1 1210_2	17/01/2023	06/12/2023	03/01/2024 1:26 PM	Amendments Required
DSPT-004-01/2024	Player4		test1 1210_2	17/01/2023	02/10/2023	03/01/2024 1:32 PM	Resolved

Previous Next

### 2.3 Submitting the ADR Monthly Report

Once all new disputes have been added, and any disputes with the status 'pending resolution' have been modified accordingly, B2C licensees are required to read the information within the 'Submit' section (**Step 10**) and complete the submission of the ADR Monthly Report by proceeding to the next stage and selecting 'Submit'.

MGA
Online Services ▾ New/Change ▾ Jurgen Agius ▾

Home > Gaming Services > Alternative Dispute Resolution

## ALTERNATIVE DISPUTE RESOLUTION

1 Terms and Conditions ✓
2 General ✓
3 ADR Dispute Details ✓
4 Submit

Step 10

### SUBMIT

**Confirm**  
By clicking "submit", I hereby certify that all the information provided by means of this report is, to the best of my knowledge, true, accurate and complete and that there are no other facts relevant to this submission of which the Malta Gaming Authority (hereinafter the 'MGA') should be made aware.

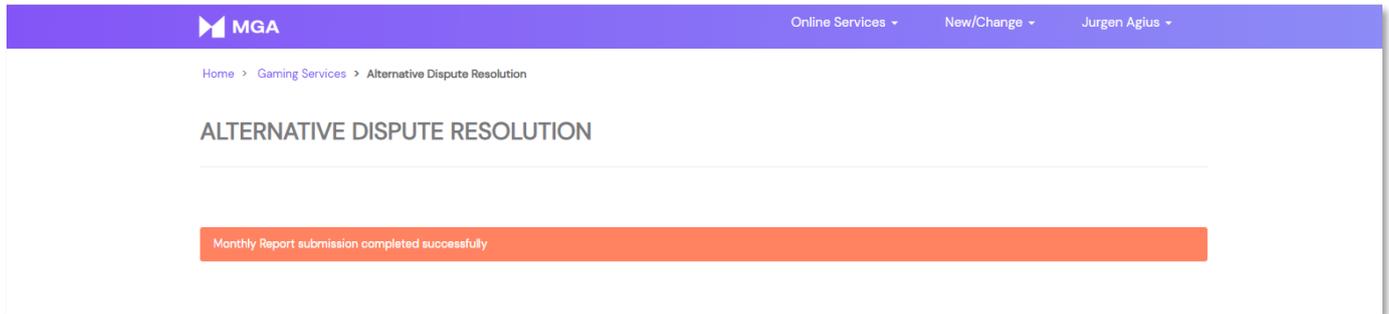
If I become aware of any incorrect details after having submitted the aforementioned information, I acknowledge that it is my responsibility to inform forthwith the MGA's Player Support Unit for the necessary amendments and, or corrections to be affected. Failure to do so may result in the MGA taking enforcement action.

**Disclaimer**  
The Malta Gaming Authority (hereinafter the 'MGA') shall make every reasonable effort to safeguard the confidentiality and security of the information submitted. However, due to its nature, the transmission of information by means of the internet cannot be made absolutely secure and information may be read, manipulated or otherwise compromised by third parties. In this eventuality, the MGA does not accept any responsibility and expressly excludes any liability for any disclosure of information due to errors in transmission or unauthorised acts of third parties.

Previous Submit

Upon submission of the ADR monthly report, the system automatically generates the report for the subsequent period, ensuring a seamless continuation of reporting.

Once submitted, the licensees will receive the below confirmation.



### 3 Queries

To modify specific information, other than dispute records in draft status, users should contact the MGA and the status reason for the specified record will be changed to '*Amendments Required*'.

Kindly contact us at [adr.mga@mga.org.mt](mailto:adr.mga@mga.org.mt) for any other queries relating to this manual or any other Alternative Dispute Resolution matters.

