



Voluntary Licence Suspension Guidance Note

Malta Gaming Authority



Voluntary Licence Suspension Process

Whenever a Voluntary Licence Suspension is requested, the request needs to be submitted through the LRMS via the *Licence – Voluntary Licence Suspension Application*. The Licensee is required to confirm to the Authority that the below steps have been adhered to prior to proceeding further:

1. Date of Suspension

Which date cannot be prior to the date of the submission of the Voluntary Licence Suspension Application on the MGA Portal.

2. Operations

The procedure communicated to players about the settling of any funds that are still in-play (including the cancellation of outstanding bets), as well as the treatment of any Jackpot funds and any pending complaints.

3. Pending Player Funds

A full 'Data Extraction' from the Licensee would be required within the week prior to the switching off of all access to its gaming service.

Information required by the Authority for the full Data Extraction, shall include, but is not limited to:

1. Wallet Information;
2. Player Information; and
3. All Player Transactions.

Additionally, the Licensee is to inform the Authority of the method by virtue of which it intends to refund player funds in case of any player liabilities.

4. The Website

A general notice is to be displayed on the Licensee's websites advising everyone who accesses such websites of the intention to suspend the operations.

5. Data Back-up

The Licensee should retain a copy of all data up and until the Authority confirms that said data may be deleted or transferred, in compliance with any other applicable laws, including but not limited to data protection and privacy.

6. Outstanding Fees

The Licensee must settle all outstanding fees before the Authority can approve the voluntary licence suspension application. Furthermore, the Licensee shall be liable to pay the applicable licence fee relative to the Licence, even during the voluntary suspension period, and this in accordance with the *Gaming Licence Fees Regulations* (S.L. 583.03).

7. Licence Reactivation Process

A Licence reactivation plan would need to be submitted within four months from the effective date of the suspension. The Licensee should also submit all relevant documents and information within six months from the effective date of suspension. Following a review of the submitted documents, a System Audit would need to be undertaken by the 8th month, and upon confirmation from the Authority, the Licensee needs to resume operations by the twelfth month from the date of suspension.

The Authority hereby refers to reg. 10 (1) (c) of the *Gaming Compliance and Enforcement Regulations* (S.L. 583.06) that stipulates that the Authority shall have the power to cancel an authorisation if it has been voluntarily suspended for more than six (6) months and the authorised person has not provided a plan outlining when it expects the authorisation to be reactivated, to the satisfaction of the Authority.

Furthermore, the Licensee must continue to comply with all its obligations emanating from the Gaming Act (Chapter 583 of the Laws of Malta), the regulatory instruments issued thereunder and its licence conditions throughout the voluntary suspension term.

