



Guidance for Completion of the Industry Performance Return

July 2020

Version 1

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1 Introduction

This document provides guidelines to gaming operators on the submission of the Industry Performance Return (IPR/Return). Following the enactment of the new Gaming Act, the IPRs were reviewed and updated to reflect changes in legislation. Furthermore, informal feedback received from operators was taken into account which helped in fine-tuning the definitions and overall requirements.

This document consists of the following sections:

- Guidelines on clarifying the required data for the licensees, operating in the online and land-based channels, in possession of:
 - Business-to-Consumer (B2C) - Gaming Service Licence; and/or
 - Business-to-Business (B2B) - Critical Gaming Supply Licence.
- Frequently Asked Questions (FAQs)

2 Guidelines on Required Data - Remote Channel

2.1 IPR for B2C - Gaming Service Licence holders

The following section aims to provide the necessary supporting information on how to fill each request for data which is set out in the IPRs.

2.1.1 Customer Accounts

1. Number of **all registered accounts** as at the end of reporting period (30 June or 31 December) per company licensed by the MGA.

In this question, the data provided should represent the total of registered accounts (irrespective of their status, be it, active, suspended, inactive etc.) under the Maltese gaming licence as at the end of June or the end of December for the year under review.

2. Number of **new registered accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

This question requires the number of player accounts that were registered during the reporting period (1 January - 30 June or 1 July - 31 December).

3. Number of **active player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The data submitted in this question should reflect the total number of active player accounts for the MGA licensed activity, defined as:

those accounts for customers that played at least once during the specified reporting period.

It is accepted that there might be an overlap of players which were active in both reporting periods (1 January - 30 June and 1 July - 31 December). To this end, when the IPR refers to the reporting period 1 July - 31 December, the following question was included:

4. Number of **new active player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The data provided for this question should reflect the total number of new active player accounts under the MGA licensed activity, defined as:

those accounts on which customers played for the first time during their lifetime with the company licensed by the MGA during the specified reporting period.

5. Number of **suspended player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The number of suspended player accounts refers to the total number of active accounts that have been suspended/blocked by the operator, for any reason, during the specified reporting period. This should exclude accounts that were suspended due to self-exclusion.

6. In actual terms, indicate the **age distribution of the active players** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

Question 6 requires the age distribution of the active players based on the figures reported in Question 3. It is important that the total of this question is equal to the total in Question 3.

7. In actual terms, indicate the **gender of the active players** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

This question requires the gender distribution of the active players based on the figures reported in Question 3. It is important that the total of this question is equal to the total in Question 3.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under the header "not specified", please report all players that did not indicate their gender upon registration. This field can also be used by the licensees who did not collect information on gender. In such a case, a note in the Additional Notes section should be included.

8. In monetary terms, indicate the **methods of payment for both deposits and withdrawals** used during the reporting period (1 January - 30 June or 1 July - 31 December).

This question requires in actual monetary terms (€), the methods of payment, for both deposits and withdrawals, broken down by the various methods provided, namely:

- Credit/debit cards
- Pre-paid vouchers
- Pre-paid debit cards
- E-wallet
- Online money remittance services
- Bank transfer
- Mobile Payment services (incl. by telecoms providers)
- Cash
- Other*

* When the category of "Other" is filled in, a description of such method should be provided in the relevant field.

The following set of questions aims at capturing information on betting shops that are operated by the companies licensed by MGA **by country** during the six-month period under review.

9. Do you operate **betting shops** to provide services to customers?

Question 9 requires information on whether the licensee operates any betting shops.

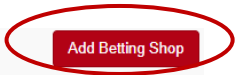
9.1 Indicate the following information on betting shops per country: (a) **country** where the betting shops are located; (b) total **number of betting shops**; (c) total **number of registered customers as at the end** of the reporting period; (d) total **number of new registered customers**; (e) total **number of customers**; (f) total **Money Wagers**; (g) total **Gaming Revenue**.

In the case where betting shops are operated, the following information must be provided in Question 9.1:

- country where the betting shops are located
- total number of betting shops
- total number of registered customers as at the end of the reporting period
- total number of new registered customers
- total number of customers
- total Money Wagers
- total Gaming Revenue

The above information must be added for each country separately by clicking on the red button “Add Betting Shop”.

Country ↑	Betting shops	Registered customers	New registered customers	No. of customers	Money Wagers (€)	Gaming Revenue (€)



The IPR also includes some questions on Suspicious Betting, which apply only to operators in possession of a Type 2 approval.

10. Does your company have a system that flags out the instances of **suspicious betting linked with sports integrity**?

10.1 How many instances relating to **suspicious betting linked with sports integrity** were noted during the reporting period?

Question 10 requires information on whether the company makes use of a system that flags out the instances of suspicious betting linked with sports integrity. In such a case, the operator should report the number of such instances which were noted during the reporting period.

The Authority understands that the definition of “suspicious betting” can vary among companies. To this end, an activity may be considered to be “suspicious” when it is unusual in nature and cannot be explained or clarified via information procured from the public domain. The term “unusual activity” may refer to one of the following instances:

- Stakes and volumes above the average expectations for a particular market;

- Significant price movements;
- Price changes do not deter further unusual activity;
- Activity focused on specific markets when little other interest in an event (eg. a specific game betting market in tennis);
- In-play prices do not reflect the action in the relevant event;
- Activity focused on a participant or team who has appeared in suspicious matches previously.
- New accounts that appear to have been opened specifically to bet on an event;
- Accounts betting outside of their usual parameters;
- Accounts grouped in the same location/area, particularly if the area can be linked to the teams/participants or from a region where suspicious activity often occurs;
- Activity from accounts already being monitored due to activity of concern or accounts linked to previously suspended/closed/restricted accounts;
- Out of the ordinary deposits or funding method; and
- Activity from accounts of sporting participants or accounts likely linked to a participant.

2.1.2 Responsible Gambling

This section aims to provide further insights to the MGA on the responsible gambling tools implemented by the operators. This will assist the Authority to further consolidate its knowledge on the subject and impact of gambling and ensure the regulation is updated accordingly in the area.

1. Number of **self-exclusion requests (sign ups) by players** and **exclusions imposed by the B2C licensee** during the reporting period (1 January - 30 June or 1 July - 31 December).

The data provided for in this question should reflect the number of self-exclusion requests made by players as well as the number of exclusions imposed by the B2C licensee. It is important to note that the exclusions imposed by the B2C licensee refer **solely** to exclusions that relate to Responsible Gambling and exclude any other exclusions imposed for other reasons, such as AML issues.

Such data needs to be reported for the six-month period under consideration and categorised as per the time periods requested, that is, up to one month, between one to six months, between six to twelve months, over one year (excl. indefinite) as well as those that opted for an indefinite period.

The data provided under “up to 1 month” must **not** include time/session limits as these should be reported separately under Questions 9 and 9.1 within this section.

2. In actual terms, indicate the **age distribution of all exclusions (including self-exclusion requests by players and exclusions imposed by the B2C licensee)** during the reporting period (1 January - 30 June or 1 July - 31 December) based on the total number reported in Question 1.

Question 2 requires the age distribution of all exclusions (**including self-exclusion requests by players and exclusions imposed by the B2C licensee**) based on the total number reported in Question 1 of the Responsible Gambling section. The total of the two questions should tally.

3. In actual terms, indicate the **gender distribution of all exclusions (including self-exclusion requests by players and exclusions imposed by the B2C licensee)** during the reporting period (1 January - 30 June or 1 July - 31 December) based on the total number reported in Question 1.

Question 3 requires the gender distribution of all exclusions (**including self-exclusion requests by players and exclusions imposed by the B2C licensee**) based on the total number reported in Question 1 of the Responsible Gambling section. The total of the two questions should tally.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under the header “not specified”, please report all players that did not indicate their gender upon registration. This field can also be used by the licensees who did not collect information on gender. In such a case, a note in the Additional Notes section should be included.

4. Does your company offer **self-exclusion reversals/cancellations** (excluding removals upon expiry) on player’s request?

4.1 Indicate the **number of requests, made by players, for self-exclusion reversals/cancellations** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 4 starts with a leading question in order to establish whether the company offers self-exclusion reversals on player's request. Such requests refer to cancellations of self-exclusions which are solely by the relevant player and exclude those requests which are upon expiry of the set duration.

If the company offers such reversals, Question 4.1 should be filled in and provide for the number of requests, made by players, for self-exclusion reversals during the reporting period (1 January - 30 June or 1 July - 31 December).

5. Does your company offer the possibility to **reduce self-exclusion period**?

Question 5 requires the operator to indicate if the company offers players the possibility of reducing the self-exclusion period.

6. Does your company offer the possibility to set **deposit limits**?

6.1 Indicate the **unique number of players that set a deposit limit** on their account and the **unique number of players that hit this deposit limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 6 requires the operator to indicate whether it allows players to set a personal deposit limit (the amount of money or money’s worth the player can deposit is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 6.1. In case the requested information cannot be provided, an ‘N/A’ should be included in the dedicated filed.

7. Does your company offer the possibility to set **wagering limits**?

7.1 Indicate the **unique number of players that set a wagering limit** on their account and the **unique number of players that hit this wagering limit** during the reporting period (1 January - 30 June or 1 July - 31 December)

Question 7 requires the operator to indicate whether it allows players to set a wagering limit (the amount of money or money's worth the player can wager is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 7.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

8. Does your company offer the possibility to set **loss limits**?

8.1 Indicate the **unique number of players** that **set a loss limit** on their account and the **unique number of players** that **hit this loss limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 8 requires the operator to indicate whether it allows players to set a loss limit (the amount of money or money's worth that can be lost by the player is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 8.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

9. Does your company offer the possibility to set **time/session limits**?

9. Indicate the **unique number of players** that **set a time/session limit** on their account and the **unique number of players** that **hit this time/session limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 9 requires the operator to indicate whether it allows players to set a time/session limit, (the amount of time which a player spends playing is limited).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 9.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

2.1.3 Financial Info - Section A

1. Provide the breakdown of **Real Money Wagers** and **Gaming Revenue** generated solely through the MGA licences as submitted through the monthly Compliance Contribution reports to the MGA for the reporting period (1 January – 30 June or 1 July – 31 December).

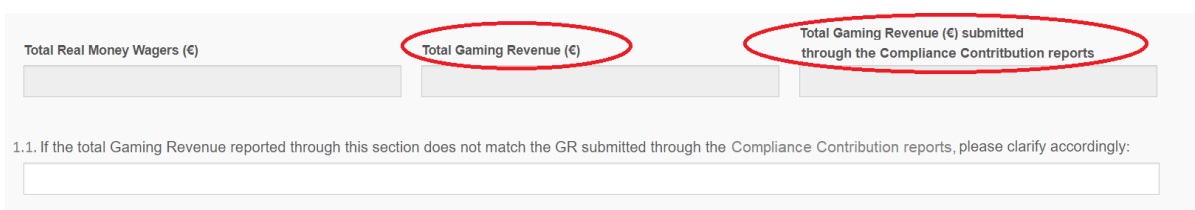
This question refers to the totality of Real Money Wagers as well as the Gaming Revenue (GR) generated per game type for the MGA licensed activity which is in line with the definition provided by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution](#).

The data needs to be provided by the various games for each of the four Game Types (Type 1, Type 2, Type 3 and/or Type 4). Operators need to complete only the relevant tables depending on the Game

Types they offer. In order to report Real Money Wagers and GR, please click on one of the fields circled in red in the below screenshot, the list of verticals will appear on the screen.



It should be noted that in the Total summary fields (refer to screenshot below), which are computed automatically, the Total GR submitted through the Compliance Contribution reports for the period under review is also visible.



In the case that the Total GR of the IPR does not match the Total GR of the Compliance Contribution reports an explanation should be provided in Question 1.1.

2.1.4 Financial Info - Section B

This section aims at capturing the GR generated through the activities licensed by MGA, as defined by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution by country](#) during the six-month period under review.

Provide the breakdown of the **Gaming Revenue** generated solely through the MGA licences **by country** during the reporting period (1 January – 30 June or 1 July – 31 December).

The GR for each country needs to be added through the field provided separately. Ultimately, the total GR in both Section A and Section B of the Financial Info should tally.

2.1.5 Employment – Section A

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA, located in Malta and working solely on the gaming activities
Public

licensed by the MGA. Data provided should not include persons not employed in relation to the licensed activity.

1. Number of employees **working solely in Malta** on the **remote gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.
- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

2. Out of the total number of non-Maltese employees, indicate how many are **non-EU nationals**?

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1 (Employment - Section A), are non-EU nationals, if any. In case there were not any, this question will not appear on your screen.

2.1.6 Employment – Section B

This section has been tweaked to capture any additional staff in Malta which is employed by the company and that does not work on the MGA licensed activities. The latter should have been reported in Employment - Section A. To this end the summation of Section A and Section B should reflect the total employment of the company in Malta.

Such typical other staff reported in Section B should include:

(1) additional employees engaged with the licensed entity working in Malta on the activities not licensed by the MGA; and/or

(2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In Question 1, the operator should indicate if such employment exists.

1. **In addition** to employees working in Malta on the remote gaming activities licensed by the MGA (as reported in the Employment – Section A), does your company employ **any other staff** in Malta who **do not work** on the remote gaming activities licensed by the MGA?

If there is no such employment, the operator can indicate a 'No' and proceed to the next section. However, if such employment exists then Question 1.1 and 1.2 should be filled in.

1.1 List down **all the entities** through which your company employs any other persons in Malta that were not reported in the Employment – Section A.

1.2 Provide the aggregate number of **employees working with the entities** listed in Q1b as at the end of reporting period (30 June or 31 December).

In Question 1.1, the operator should provide a list of all the entities with which the other staff is employed.

In Question 1.2, the aggregate number of employees working with such entities should be reported. Again, such employment refers to (1) additional employees engaged with the licensed entity working in Malta on the activities not licensed by the MGA; and/or (2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In similarity with Section A, the data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management).

2. Out of the total number of non-Maltese employees, indicate how many are **non-EU nationals**.

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1.2 (Employment - Section B), are non-EU nationals, if any. In case there weren't any, this question will not appear on your screen.

2.1.7 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company **outsource any services, functions and/or processes** during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if the company had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to **companies based in Malta**?

1.2 Which of the following services, functions and/or processes were outsourced to **companies based abroad**?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services
- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification
- Player support
- Risk management services for the operation of a licensable game

2.1.8 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Gaming Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

2.1.9 Skills Gap

In order to obtain a better understanding of the existing skills gap in the gaming industry, the MGA is collecting data on a six-monthly basis which is then aggregated and presented in a report which is published on an annual basis. To access the latest report, please refer to the [Publication page](#) on the MGA's website.

This section includes a set of questions which should be answered specifically to the licensee's opinion about the Maltese gaming employment market.

In the case where the licensee did not have any vacancies in Malta as at the end of the reporting period, questions 2 and 2.1 should be answered as zero.

In terms of questions 2, 3 and 3.1, the below is a non-exhaustive list of the typical job roles included within the categories listed:

- **Game operation and development:** Head of Poker, Poker Manager, Casino Coordinator, Casino Campaign Manager, Mobile Product Manager, Head of Sportsbook, Sportsbook Manager/Product Development, Odds Compiler Specialist, Senior Bookmaker, Senior Trader.
- **Data and analysis:** Head of Analytics, Analytics Manager, Business Data Analyst, Data Warehouse Architect, Head of BI, BI developer.
- **Marketing (incl. Customer Care):** CRM Manager, Head of Brand, Digital Marketing Manager, Head of Affiliates, Head of SEO, Chief Commercial Officer, Head of Customer Care, Sportsbook Marketing Manager, Digital Content Manager, Copywriter, Social Media analyst, Graphic Designer.
- **Legal and compliance, risk and fraud:** Legal Compliance Manager, Legal Counsel, Chief Risk Officer, Fraud Manager, Fraud Analyst.
- **Technology:** Senior Software Developer, Front-end Developer, Back-end Developer, Web Developer, Web UX/UI Designer, Senior QA-Engineer, Platform Engineer, Software Engineer.
- **Finance, payment and human resources:** Chief Financial Officer, Payments and Reconciliation Analyst, HR Manager, Recruiter, Trainer.

2.1.10 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

2.2 IPR for B2B - Critical Gaming Supply Licence holders

2.2.1 Customer Accounts

This section only applies to B2C – Gaming Service licence holders. It does not apply to B2B – Critical Gaming Supply licence holders. Please move to the next section.

2.2.2 Responsible Gambling

This section only applies to B2C – Gaming Service licence holders. It does not apply to B2B – Critical Gaming Supply licence holders. Please move to the next section.

2.2.3 Financial Info – Section A

On the basis of generally accepted accounting principles, indicate the company's **revenue generated (as recorded in the financial statements/management accounts)** during the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the revenue generated split between the Game provider and the Back-end provider for the MGA licensed activity in line with the definition provided by the [Gaming Licence Fees Regulations](#), where "revenue" shall, for the purposes of regulation 4(1) and (2), the Second Schedule and the Third Schedule, mean the actual revenue derived by the person in possession of the licence referred to in regulation 4(1) and (2) during the licence period and which revenue shall be determined on the basis of generally accepted accounting principles and practice as defined in article 2(4) of the Companies Act.

Such revenue needs to be provided for the reporting period under consideration.

2.2.4 Financial Info – Section B

This section only applies to B2C – Gaming Service licence holders. It does not apply to B2B – Critical Gaming Supply licence holders. Please move to the next section.

2.2.5 Employment – Section A

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA, located in Malta and working solely on the gaming activities licensed by the MGA. Data provided should not include persons not employed in relation to the licensed activity.

1. Number of employees **working solely in Malta** on the **remote gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.
- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

2. Out of the total number of non-Maltese employees, indicate how many are **non-EU nationals**?

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1 (Employment - Section A), are non-EU nationals, if any. In case there were not any, this question will not appear on your screen.

2.2.6 Employment – Section B

This section has been tweaked to capture any additional staff in Malta which is employed by the company and that does not work on the MGA licensed activities. The latter should have been reported in Employment - Section A. To this end the summation of Section A and Section B should reflect the total employment of the company in Malta.

Such typical other staff reported in Section B should include:

- (1) additional employees engaged with the licensed entity working in Malta on the activities not licensed by the MGA; and/or
- (2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In Question 1, the operator should indicate if such employment exists.

1. **In addition** to employees working in Malta on the remote gaming activities licensed by the MGA (as reported in the Employment – Section A), does your company employ **any other staff** in Malta who **do not work** on the remote gaming activities licensed by the MGA?

If there is no such employment, the operator can indicate a 'No' and proceed to the next section. However, if such employment exists then Question 1.1 and 1.2 should be filled in.

1.1. List down **all the entities** through which your company employs any other persons in Malta that were not reported in the Employment – Section A.

1.2. Provide the aggregate number of **employees working with the entities** listed in Q1b as at the end of reporting period (30 June or 31 December).

In Question 1.1, the operator should provide a list of all the entities with which the other staff is employed.

In Question 1.2, the aggregate number of employees working with such entities should be reported. Again, such employment refers to (1) additional employees engaged with the licensed entity working

in Malta on the activities not licensed by the MGA; and/or (2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In similarity with Section A, the data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management).

2. Out of the total number of non-Maltese employees, indicate how many are non-EU nationals.

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1.2 (Employment - Section B), are non-EU nationals, if any. In case there weren't any, this question will not appear on your screen.

2.2.7 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company outsource any services, functions and/or processes during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if it had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section.
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to companies based in Malta?

1.2 Which of the following services, functions and/or processes were outsourced to companies based abroad?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services

- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification
- Player support
- Risk management services for the operation of a licensable game

2.2.8 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

2.2.9 Skills Gap

In order to obtain a better understanding of the existing skills gap in the gaming industry, the MGA is collecting data on a six-monthly basis which is then aggregated and presented in a report which is published on an annual basis. To access the latest report, please refer to the [Publication page](#) on the MGA's website.

This section includes a set of questions which should be answered specifically to the licensee's opinion about the Maltese gaming employment market.

In the case where the licensee did not have any vacancies in Malta as at the end of the reporting period, questions 2 and 2.1 should be answered as zero.

In terms of questions 2, 3 and 3.1, the below is a non-exhaustive list of the typical job roles included within the categories listed:

- **Game operation and development:** Head of Poker, Poker Manager, Casino Coordinator, Casino Campaign Manager, Mobile Product Manager, Head of Sportsbook, Sportsbook Manager/Product Development, Odds Compiler Specialist, Senior Bookmaker, Senior Trader.
- **Data and analysis:** Head of Analytics, Analytics Manager, Business Data Analyst, Data Warehouse Architect, Head of BI, BI developer.
- **Marketing (incl. Customer Care):** CRM Manager, Head of Brand, Digital Marketing Manager, Head of Affiliates, Head of SEO, Chief Commercial Officer, Head of Customer Care, Sportsbook Marketing Manager, Digital Content Manager, Copywriter, Social Media analyst, Graphic Designer.
- **Legal and compliance, risk and fraud:** Legal Compliance Manager, Legal Counsel, Chief Risk Officer, Fraud Manager, Fraud Analyst.

- **Technology:** Senior Software Developer, Front-end Developer, Back-end Developer, Web Developer, Web UX/UI Designer, Senior QA-Engineer, Platform Engineer, Software Engineer.
- **Finance, payment and human resources:** Chief Financial Officer, Payments and Reconciliation Analyst, HR Manager, Recruiter, Trainer.

2.2.10 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

2.3 IPR for B2C & B2B - Gaming Service Licence and Critical Gaming Supply Licence holders

The following section aims to provide the necessary supporting information on how to fill each request for data which is set out in the IPRs.

2.3.1 Customer Accounts

1. Number of **all registered accounts** as at the end of reporting period (30 June or 31 December) per company licensed by the MGA.

In this question, the data provided should represent the total of registered accounts (irrespective of their status, be it, active, suspended, inactive etc.) under the Maltese gaming licence as at the end of June or the end of December for the year under review.

2. Number of **new registered accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

This question requires the number of new registered player accounts during the reporting period (1 January - 30 June or 1 July - 31 December).

3. Number of **active player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The data submitted in this question should reflect the total number of active player accounts for the MGA licensed activity, defined as:

those accounts for customers that played at least once during the specified reporting period.

It is accepted that there might be an overlap of players which were active in both reporting periods (1 January - 30 June and 1 July - 31 December). To this end, when the IPR refers to the reporting period 1 July - 31 December, the following question was included:

4. Number of **new active player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The data provided for this question should reflect the total number of new active player accounts under the MGA licensed activity, defined as:

those accounts on which customers played for the first time during their lifetime with the company licensed by the MGA during the specified reporting period.

5. Number of **suspended player accounts** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

The number of suspended player accounts refers to the total number of active accounts that have been suspended/blocked by the operator, for any reason, during the specified reporting period. This should exclude accounts that were temporarily suspended due to self-exclusion.

6. In actual terms, indicate the **age distribution of the active players** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

Question 6 requires the age distribution of the active players based on the figures reported in Question 3. It is important that the total of this question is equal to the total in Question 3.

7. In actual terms, indicate the **gender of the active players** during the reporting period (1 January - 30 June or 1 July - 31 December) per company licensed by the MGA.

This question requires the gender distribution of the active players based on the figures reported in Question 3. It is important that the total of this question is equal to the total in Question 3.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under the header "not specified", please report all players that did not indicate their gender upon registration. This field can also be used by the licensees who did not collect information on gender. In such a case, a note in the Additional Notes section should be included.

8. In monetary terms, indicate the **methods of payment for both deposits and withdrawals** used during the reporting period (1 January - 30 June or 1 July - 31 December).

This question requires in actual monetary terms (€), the methods of payment, for both deposits and withdrawals, broken down by the various methods provided, namely,

- Credit/debit cards
- Pre-paid vouchers
- Pre-paid debit cards
- E-wallet
- Online money remittance services
- Bank transfer
- Mobile Payment services (incl. by telecoms providers)
- Cash
- Other*

* When the category of "Other" is filled in, a description of such method should be provided in the relevant field.

The following set of questions aims at capturing information on betting shops that are operated by the companies licensed by MGA **by country** during the six-month period under review.

9. Do you operate **betting shops** to provide services to customers?

Question 9 requires information on whether the licensee operates any betting shops.

9.1 Indicate the following information on betting shops per country: (a) **country** where the betting shops are located; (b) total **number of betting shops**; (c) total **number of registered customers as at the end** of the reporting period; (d) total **number of new registered customers**; (e) total **number of customers**; (f) total **Money Wagers**; (g) total **Gaming Revenue**.

In the case where betting shops are operated, the following information must be provided in Question 9.1:

- country where the betting shops are located
- total number of betting shops
- total number of registered customers as at the end of the reporting period
- total number of new registered customers
- total number of customers
- total Money Wagers
- total Gaming Revenue

The above information must be added for each country separately by clicking on the red button “Add Betting Shop”.

Country ↑	Betting shops	Registered customers	New registered customers	No. of customers	Money Wagers (€)	Gaming Revenue (€)

Add Betting Shop

The IPR also includes some questions on Suspicious Betting, which apply only to operators in possession of a Type 2 approval.

10. Does your company have a system that flags out the instances of **suspicious betting linked with sports integrity**?

10.1 How many instances relating to **suspicious betting linked with sports integrity** were noted during the reporting period?

Question 10 requires information on whether the company makes use of a system that flags out the instances of suspicious betting linked with sports integrity. In such a case, the operator should report the number of such instances which were noted during the reporting period.

The Authority understands that the definition of “suspicious betting” can vary among companies. To this end, an activity may be considered to be “suspicious” when it is unusual in nature and cannot be explained or clarified via information procured from the public domain. The term “unusual activity” may refer to one of the following instances:

- Stakes and volumes above the average expectations for a particular market;

- Significant price movements;
- Price changes do not deter further unusual activity;
- Activity focused on specific markets when little other interest in an event (eg. a specific game betting market in tennis);
- In-play prices do not reflect the action in the relevant event;
- Activity focused on a participant or team who has appeared in suspicious matches previously.
- New accounts that appear to have been opened specifically to bet on an event;
- Accounts betting outside of their usual parameters;
- Accounts grouped in the same location/area, particularly if the area can be linked to the teams/participants or from a region where suspicious activity often occurs;
- Activity from accounts already being monitored due to activity of concern or accounts linked to previously suspended/closed/restricted accounts;
- Out of the ordinary deposits or funding method; and
- Activity from accounts of sporting participants or accounts likely linked to a participant.

2.3.2 Responsible Gambling

This section aims to provide further insights to the MGA on the responsible gambling tools implemented by the operators. This will assist the Authority to further consolidate its knowledge on the subject and impact of gambling and ensure the regulation is updated accordingly in the area.

1. Number of **self-exclusion requests (sign ups) by players** and **exclusions imposed by the B2C licensee** during the reporting period (1 January - 30 June or 1 July - 31 December).

The data provided for in this question should reflect the number of self-exclusion requests made by players as well as the number of exclusions imposed by the B2C licensee. It is important to note that the exclusions imposed by the B2C licensee refer **solely** to exclusions that relate to Responsible Gambling and exclude any other exclusions imposed for other reasons, such as AML issues.

Such data needs to be reported for the six-month period under consideration and categorised as per the time periods requested, that is, up to one month, between one to six months, between six to twelve months, over one year (excl. indefinite) as well as those that opted for an indefinite period.

The data provided under “up to 1 month” must **not** include time/session limits as these should be reported separately under Questions 9 and 9.1 within this section.

2. In actual terms, indicate the **age distribution of all exclusions (including self-exclusion requests by players and exclusions imposed by the B2C licensee)** during the reporting period (1 January - 30 June or 1 July - 31 December) based on the total number of self-exclusions as reported in Question 1.

Question 2 requires the age distribution of all exclusions (**including self-exclusion requests by players and exclusions imposed by the B2C licensee**) based on the total number reported in Question 1 of the Responsible Gambling section. The total of the two questions should tally.

3. In actual terms, indicate the **gender distribution of all exclusions (including self-exclusion requests by players and exclusions imposed by the B2C licensee)** during the reporting period (1 January - 30 June or 1 July - 31 December) based on the total number reported in Question 1.

Question 3 requires the gender distribution of all exclusions (**including self-exclusion requests by players and exclusions imposed by the B2C licensee**) based on the total number reported in Question 1 of the Responsible Gambling section. The total of the two questions should tally.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under the header “not specified”, please report all players that did not indicate their gender upon registration. This field can also be used by the licensees who did not collect information on gender. In such a case, a note in the Additional Notes section should be included.

4. Does your company offer **self-exclusion reversals/cancellations** (excluding removals upon expiry) on player’s request?

4.1 Indicate the **number of requests, made by players, for self-exclusion reversals/cancellations** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 4 starts with a leading question in order to establish whether the company offers self-exclusion reversals on player's request. Such requests refer to cancellations of self-exclusions which are solely by the relevant player and exclude those requests which are upon expiry of the set duration.

If the company offers such reversals, Question 4.1 should be filled in and provide for the number of requests, made by players, for self-exclusion reversals during the reporting period (1 January - 30 June or 1 July - 31 December).

5. Does your company offer the possibility to **reduce self-exclusion period**?

Question 5 requires the operator to indicate if the company offers players the possibility of reducing the self-exclusion period.

6. Does your company offer the possibility to set **deposit limits**?

6.1 Indicate the **unique number of players** that **set a deposit limit** on their account and the **unique number of players** that **hit this deposit limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 6 requires the operator to indicate whether it allows players to set a personal deposit limit (the amount of money or money’s worth the player can deposit is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 6.1. In case the requested information cannot be provided, an ‘N/A’ should be included in the dedicated filed.

7. Does your company offer the possibility to set **wagering limits**?

7.1 Indicate the **unique number of players** that **set a wagering limit** on their account and the **unique number of players** that **hit this wagering limit** during the reporting period (1 January - 30 June or 1 July - 31 December)

Question 7 requires the operator to indicate whether it allows players to set a wagering limit (the amount of money or money's worth the player can wager is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 7.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

8. Does your company offer the possibility to set **loss limits**?

8.1 Indicate the **unique number of players** that **set a loss limit** on their account and the **unique number of players** that **hit this loss limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 8 requires the operator to indicate whether it allows players to set a loss limit (the amount of money or money's worth that can be lost by the player is limited for a period of time).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 8.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

9. Does your company offer the possibility to set **time/session limits**?

9. Indicate the **unique number of players** that **set a time/session limit** on their account and the **unique number of players** that **hit this time/session limit** during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 9 requires the operator to indicate whether it allows players to set a time/session limit, (the amount of time which a player spends playing is limited).

In case it is allowed, the operator is required to provide the unique number of players that have set and hit (reached) this limit in Question 9.1. In case the requested information cannot be provided, an 'N/A' should be included in the dedicated filed.

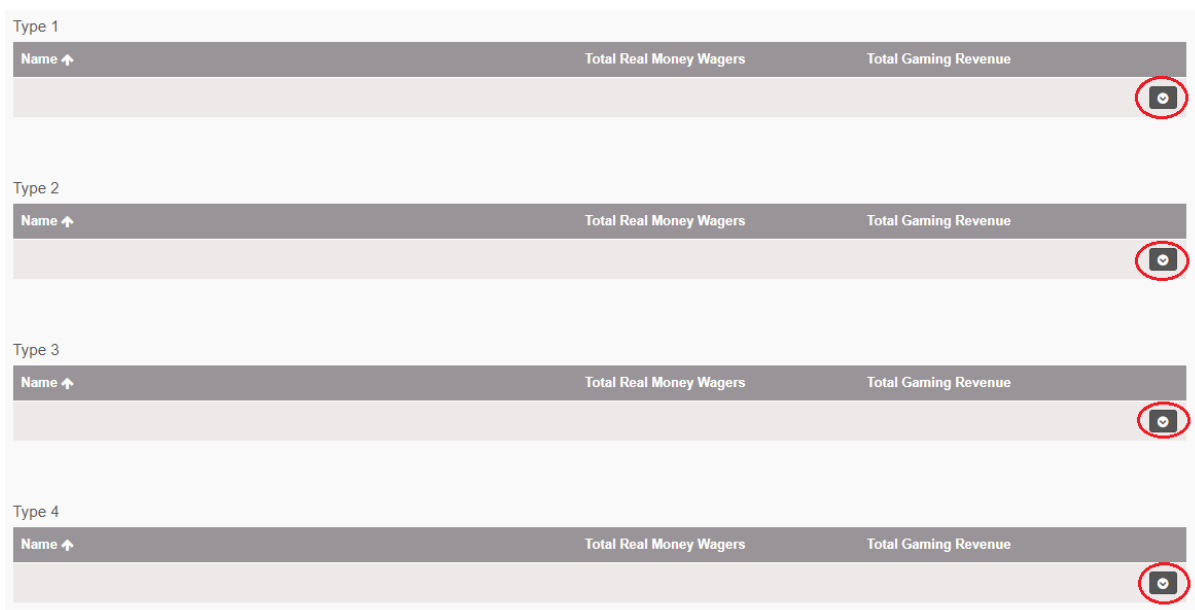
2.3.3 Financial Info - Section A

1. Provide the breakdown of **Real Money Wagers** and **Gaming Revenue** generated solely through the MGA licences as submitted through the monthly Compliance Contribution reports to the MGA for the reporting period (1 January – 30 June or 1 July – 31 December).

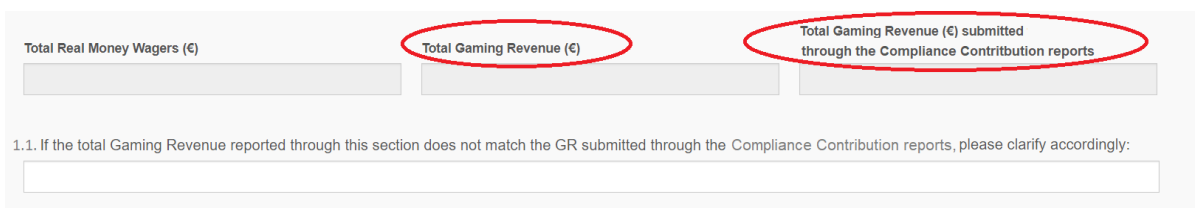
This question refers to the totality of Real Money Wagers as well as the Gaming Revenue (GR) generated per game type for the MGA licensed activity which is in line with the definition provided by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution](#).

The data needs to be provided by the various games for each of the four Game Types (Type 1, Type 2, Type 3 and/or Type 4). Operators need to complete only the relevant tables depending on the Game

Types they offer. In order to report Real Money Wagers and GR, please click on one of the fields circled in red in the below screenshot, the list of verticals will appear on the screen.



It should be noted that in the Total summary fields (refer to screenshot below), which are computed automatically, the Total GR submitted through the Compliance Contribution reports for the period under review is also visible.



In the case that the Total GR of the IPR does not match the Total GR of the Compliance Contribution reports an explanation should be provided in Question 1.1.

On the basis of generally accepted accounting principles, indicate the company's **revenue generated (as recorded in the financial statements/management accounts)** during the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the revenue generated split between the Game provider and the Back-end provider for the MGA licensed activity in line with the definition provided by the [Gaming Licence Fees Regulations](#), where "revenue" shall, for the purposes of regulation 4(1) and (2), the Second Schedule and the Third Schedule, mean the actual revenue derived by the person in possession of the licence referred to in regulation 4(1) and (2) during the licence period and which revenue shall be determined on the basis of generally accepted accounting principles and practice as defined in article 2(4) of the Companies Act.

Such revenue needs to be provided for the reporting period under consideration.

2.3.4 Financial Info - Section B

This section aims at capturing the GR generated through the activities licensed by MGA, as defined by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution by country](#) during the six-month period under review.

Provide the breakdown of the **Gaming Revenue** generated solely through the MGA licences **by country** during the reporting period (1 January – 30 June or 1 July – 31 December).

The GR for each country needs to be added through the field provided separately. Ultimately, the total GR in both Section A and Section B of the Financial Info should tally.

2.3.5 Employment – Section A

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA, located in Malta and working solely on the gaming activities licensed by the MGA. Data provided should not include persons not employed in relation to the licensed activity.

1. Number of employees **working solely in Malta** on the **remote gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.
- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

2. Out of the total number of non-Maltese employees, indicate how many are **non-EU nationals**?

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1 (Employment - Section A), are non-EU nationals, if any. In case there were not any, this question will not appear on your screen.

2.3.6 Employment – Section B

This section has been tweaked to capture any additional staff in Malta which is employed by the company and that does not work on the MGA licensed activities. The latter should have been reported in Employment - Section A. To this end the summation of Section A and Section B should reflect the total employment of the company in Malta.

Such typical other staff reported in Section B should include:

(1) additional employees engaged with the licensed entity working in Malta on the activities not licensed by the MGA; and/or

(2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In Question 1, the operator should indicate if such employment exists.

1. **In addition** to employees working in Malta on the remote gaming activities licensed by the MGA (as reported in the Employment – Section A), does your company employ **any other staff** in Malta who **do not work** on the remote gaming activities licensed by the MGA?

If there is no such employment, the operator can indicate a 'No' and proceed to the next section. However, if such employment exists then question 1.1 and 1.2 should be filled in.

1.1 List down **all the entities** through which your company employs any other persons in Malta that were not reported in the Employment – Section A.

1.2 Provide the aggregate number of **employees working with the entities** listed in Q1b as at the end of reporting period (30 June or 31 December).

In Question 1.1, the operator should provide a list of all the entities with which the other staff is employed.

In Question 1.2, the aggregate number of employees working with such entities should be reported. Again, such employment refers to (1) additional employees engaged with the licensed entity working in Malta on the activities not licensed by the MGA; and/or (2) employees that are employed with another associated/related company that is not licensed by the MGA (employees do not necessarily need to be on the payroll of the licensed entity).

In similarity with Section A, the data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management).

2. Out of the total number of non-Maltese employees, indicate how many are **non-EU nationals**.

In this question, the data provided should indicate how many employees, out of the total number of non-Maltese employees reported in Question 1.2 (Employment - Section B), are non-EU nationals, if any. In case there weren't any, this question will not appear on your screen.

2.3.7 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company **outsource any services, functions and/or processes** during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if it had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section.
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to **companies based in Malta**?

1.2 Which of the following services, functions and/or processes were outsourced to **companies based abroad**?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services
- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification
- Player support
- Risk management services for the operation of a licensable game.

2.3.8 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Gaming Revenue, Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

2.3.9 Skills Gap

In order to obtain a better understanding of the existing skills gap in the gaming industry, the MGA is collecting data on a six-monthly basis which is then aggregated and presented in a report which is published on an annual basis. To access the latest report, please refer to the [Publication page](#) on the MGA's website.

This section includes a set of questions which should be answered specifically to the licensee's opinion about the Maltese gaming employment market.

In the case where the licensee did not have any vacancies in Malta as at the end of the reporting period, questions 2 and 2.1 should be answered as zero.

In terms of questions 2, 3 and 3.1, the below is a non-exhaustive list of the typical job roles included within the categories listed:

- **Game operation and development:** Head of Poker, Poker Manager, Casino Coordinator, Casino Campaign Manager, Mobile Product Manager, Head of Sportsbook, Sportsbook Manager/Product Development, Odds Compiler Specialist, Senior Bookmaker, Senior Trader.
- **Data and analysis:** Head of Analytics, Analytics Manager, Business Data Analyst, Data Warehouse Architect, Head of BI, BI developer.
- **Marketing (incl. Customer Care):** CRM Manager, Head of Brand, Digital Marketing Manager, Head of Affiliates, Head of SEO, Chief Commercial Officer, Head of Customer Care, Sportsbook Marketing Manager, Digital Content Manager, Copywriter, Social Media analyst, Graphic Designer.
- **Legal and compliance, risk and fraud:** Legal Compliance Manager, Legal Counsel, Chief Risk Officer, Fraud Manager, Fraud Analyst.
- **Technology:** Senior Software Developer, Front-end Developer, Back-end Developer, Web Developer, Web UX/UI Designer, Senior QA-Engineer, Platform Engineer, Software Engineer.
- **Finance, payment and human resources:** Chief Financial Officer, Payments and Reconciliation Analyst, HR Manager, Recruiter, Trainer.

2.3.10 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

3 Guidelines on Required Data - Land-based Channel

3.1 IPR for B2C - Gaming Service Licence holders

3.1.1 Players' Visits

This section focuses on obtaining information pertaining to the players, in terms of the total number of visits as well as their age, gender, nationality, the number of new registrations and junket players (for casinos' operators only). This data should be provided separately for each operator category that the licensee holds, namely, casino, gaming parlours and commercial bingo halls, through the designated field.

For each relevant operator category data should be provided for the following questions:

1. Total number of **players' visits** the reporting period (1 January - 30 June or 1 July - 31 December).

The data provided in this question should capture the total number of player visits' in the particular operator category during the reporting period under review. The total provided for six-month period needs to be aligned with the licensee's monthly players' visits submissions.

2. In actual terms, indicate the **age distribution** of players based on their visits, during the reporting period (1 January - 30 June or 1 July - 31 December).

Based on the total number of player visits reported in the previous question, Question 2 requires the age distribution of players. The total of the two questions should tally.

3. In actual terms, indicate the **gender of players** based on their visits, during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 3 requires the gender distribution of players. This should be based on the total numbers reported in Question 1. The total of the two questions should tally.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under "not specified", please report all players that did not indicate their gender.

4. In actual terms, indicate/split the no. of visits based on the **players' nationality**, during the reporting period (1 January - 30 June or 1 July - 31 December)

Question 4 requires the nationality of players, split between Maltese and Non-Maltese. This should be based on the total numbers reported in Question 1. The total of the two questions should tally.

5. Number of **new (unique) customer registrations** during the reporting period (January - 30 June or 1 July - 31 December).

This question requires the number of new (unique) customer registrations made during the reporting period. It is generally accepted that there might be an overlap of players which registered more than once during the reporting period. In such cases exclude any double counting and provide the unique and distinctive number of new registrations during the reporting period.

6. Indicate the total number of **junket players**, in-house and with junket leader, visiting your premises during the reporting period (1 January - 30 June or 1 July - 31 December).

This question is solely applicable in the case when the operator category is Casinos. The data provided should reflect the number of junket players, split between in-house and with junket leader, for the reporting period in question.

3.1.2 Tables & Gaming Devices

This section aims at collecting information about the number of tables and the number of gaming devices as at the end of the reporting period.

Question 1 needs to be answered by all licensees holding a B2C licence.

1. Indicate the **number of gaming devices** (slot-type gaming machines and sports betting devices) as at the end of reporting period (30 June or 31 December).

The number of gaming devices, as at the end of the period under consideration, should be provided in this question. The data should be split between slot-type gaming machines and sports betting devices.

Questions 2 should only be answered if the operator category is that of a Casino.

2. Indicate the **number of tables** as at the end of reporting period (30 June or 31 December) for the following games.

The data provided in this question should be broken down further as per the following games:

- Blackjack
- Baccarat
- Casino Poker
- Casino Stud Poker
- Craps
- Punto Banco
- Roulette
- Russian Poker
- Super Pairs
- Texas Hold'em

- Three Card Poker
- Three Card Prime
- WPT - Heads up Hold'em
- Other*

* When the category of "Other" is filled in, a description of such method should be provided in the relevant field.

3.1.3 Financial Information

1. Provide the breakdown of **Real Money Wagers** and **Gaming Revenue** generated solely through the MGA licences as submitted through the monthly Compliance Contribution reports to the MGA for the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the totality of Real Money Wagers as well as the Gaming Revenue (GR) generated per game type for the MGA licensed activity which is in line with the definition provided by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution](#).

The data needs to be provided by the various games for each of the four Game Types (Type 1, Type 2, Type 3 and/or Type 4). Operators need to complete only the relevant tables depending on the Game Types they offer. In order to report Real Money Wagers and GR, please click on one of the fields circled in red in the below screenshot, the list of verticals will appear on the screen.



It should be noted that in the Total summary fields (refer to screenshot below), which are computed automatically, the Total GR submitted through the Compliance Contribution reports for the period under review is also visible.

Total Real Money Wagers (€)	Total Gaming Revenue (€)	Total Gaming Revenue (€) submitted through the Compliance Contribution reports
<input type="text"/>	<input type="text"/>	<input type="text"/>

1.1. If the total Gaming Revenue reported through this section does not match the GR submitted through the Compliance Contribution reports, please clarify accordingly:

In the case that the Total GR of the IPR does not match the Total GR of the Compliance Contribution reports an explanation should be provided in Question 1.1.

3.1.4 Employment

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA. Data provided should not include persons not employed in relation to the licensed activity. The data provided should be split further by each operator category that the licensee holds, namely, casino, gaming parlours and commercial bingo halls, through the designated field.

Number of employees **working solely** on **land-based gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.
- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

3.1.5 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company **outsource any services, functions and/or processes** during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if it had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section.
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to **companies based in Malta**?

1.2 Which of the following services, functions and/or processes were outsourced to **companies based abroad**?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services
- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification
- Player support
- Risk management services for the operation of a licensable game.

3.1.6 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Gaming Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

3.1.7 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

3.2 IPR for B2B - Gaming Service Licence holders

3.2.1 Players' Visits

This section only applies to B2C – Gaming Service licence holders. It does not apply to B2B – Critical Gaming Supply licence holders. Please move to the next section.

3.2.2 Tables & Gaming Devices

This section only applies to B2C – Gaming Service licence holders. It does not apply to B2B – Critical Gaming Supply licence holders. Please move to the next section.

3.2.3 Financial Information

On the basis of generally accepted accounting principles, indicate the company's **revenue generated (as recorded in the financial statements/management accounts)** during the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the revenue generated split between the Game provider and the Back-end provider for the MGA licensed activity in line with the definition provided by the [Gaming Licence Fees Regulations](#), where "revenue" shall, for the purposes of regulation 4(1) and (2), the Second Schedule and the Third Schedule, mean the actual revenue derived by the person in possession of the licence referred to in regulation 4(1) and (2) during the licence period and which revenue shall be determined on the basis of generally accepted accounting principles and practice as defined in article 2(4) of the Companies Act.

Such revenue needs to be provided for the reporting period under consideration.

3.2.4 Employment

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA located in Malta. Data provided should not include persons not employed in relation to the licensed activity. The data provided should be split further by each operator category that the licensee holds, namely, casino, gaming parlours and commercial bingo halls, through the designated field.

Number of employees **working solely on land-based gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the Total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.

- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

3.2.5 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company **outsource any services, functions and/or processes** during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if it had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section.
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to **companies based in Malta**?

1.2 Which of the following services, functions and/or processes were outsourced to **companies based abroad**?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services
- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification

- Player support
- Risk management services for the operation of a licensable game.

3.2.6 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

3.2.7 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

3.3 IPR for B2C & B2B - Gaming Service Licence and Critical Gaming Supply Licence holders

3.3.1 Players' Visits

This section focuses on obtaining information pertaining to the players, in terms of the total number of visits as well as their age, gender, nationality, the number of new registrations and junket players (for casinos' operators only). This data should be provided separately for each operator category that the licensee holds, namely, casino, gaming parlours and commercial bingo halls, through the designated field.

For each relevant operator category data should be provided for the following questions:

1. Total number of **players' visits** the reporting period (1 January - 30 June or 1 July - 31 December).

The data provided in this question should capture the total number of player visits' in the particular operator category during the reporting period under review. The total provided for six-month period needs to be aligned with the licensee's monthly players' visits submissions.

2. In actual terms, indicate the **age distribution** of players based on their visits, during the reporting period (1 January - 30 June or 1 July - 31 December).

Based on the total number of player visits reported in the previous question, Question 2 requires the age distribution of players. The total of the two questions should tally.

3. In actual terms, indicate the **gender of players** based on their visits, during the reporting period (1 January - 30 June or 1 July - 31 December).

Question 3 requires the gender distribution of players. This should be based on the total numbers reported in Question 1. The total of the two questions should tally.

In this question, Gender X refers to:

a gender type which is not exclusively male or female, including those who identify with a gender other than male or female, as more than one gender, or as no gender, identifying as a combination of genders or not identifying with either gender at all.

Under "not specified", please report all players that did not indicate their gender.

4. In actual terms, indicate/split the no. of visits based on the **players' nationality**, during the reporting period (1 January - 30 June or 1 July - 31 December)

Question 4 requires the nationality of players, split between Maltese and Non-Maltese. This should be based on the total numbers reported in Question 1. The total of the two questions should tally.

5. Number of **new (unique) customer registrations** during the reporting period (January - 30 June or 1 July - 31 December).

This question requires the number of new (unique) customer registrations made during the reporting period. It is generally accepted that there might be an overlap of players which registered more than once during the reporting period. In such cases exclude any double-counting and provide the unique and distinctive number of new registrations during the reporting period.

6. Indicate the total number of **junket players**, in-house and with junket leader, visiting your premises during the reporting period (1 January - 30 June or 1 July - 31 December).

This question is solely applicable in the case when the operator category is Casinos. The data provided should reflect the number of junket players, split between in-house and with junket leader, for the reporting period in question.

3.3.2 Tables & Gaming Devices

This section aims at collecting information about the number of tables and the number of gaming devices as at the end of the reporting period.

Question 1 needs to be answered by all licensees holding a B2C licence.

1. Indicate the **number of gaming devices** (slot-type gaming machines and sports betting devices) as at the end of reporting period (30 June or 31 December).

The number of gaming devices, as at the end of the period under consideration, should be provided in this question. The data should be split between slot-type gaming machines and sports betting devices.

Questions 2 should only be answered if the operator category is that of a Casino.

2. Indicate the **number of tables** as at the end of reporting period (30 June or 31 December) for the following games.

The data provided in this question should be broken down further as per the following games:

- Blackjack
- Baccarat
- Casino Poker
- Casino Stud Poker
- Craps
- Punto Banco
- Roulette
- Russian Poker
- Super Pairs
- Texas Hold'em

- Three Card Poker
- Three Card Prime
- WPT - Heads up Hold'em
- Other*

* When the category of "Other" is filled in, a description of such method should be provided in the relevant field.

3.3.3 Financial Information

1. Provide the breakdown of **Real Money Wagers** and **Gaming Revenue** generated solely through the MGA licences as submitted through the monthly Compliance Contribution reports to the MGA for the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the totality of Real Money Wagers as well as the Gaming Revenue (GR) generated per game type for the MGA licensed activity which is in line with the definition provided by the [Gaming Licence Fees Regulations](#) and the [Directive on the Calculation of Compliance Contribution](#).

The data needs to be provided by the various games for each of the four Game Types (Type 1, Type 2, Type 3 and/or Type 4). Operators need to complete only the relevant tables depending on the Game Types they offer. In order to report Real Money Wagers and GR, please click on one of the fields circled in red in the below screenshot, the list of verticals will appear on the screen.



It should be noted that in the Total summary fields (refer to screenshot below), which are computed automatically, the Total GR submitted through the Compliance Contribution reports for the period under review is also visible.

Total Real Money Wagers (€)	Total Gaming Revenue (€)	Total Gaming Revenue (€) submitted through the Compliance Contribution reports
<input type="text"/>	<input type="text"/>	<input type="text"/>

1.1. If the total Gaming Revenue reported through this section does not match the GR submitted through the Compliance Contribution reports, please clarify accordingly:

In the case that the Total GR of the IPR does not match the Total GR of the Compliance Contribution reports an explanation should be provided in Question 1.1.

On the basis of generally accepted accounting principles, indicate the company's **revenue generated (as recorded in the financial statements/management accounts)** during the reporting period (1 January – 30 June or 1 July – 31 December).

This question refers to the revenue generated split between the Game provider and the Back-end provider for the MGA licensed activity in line with the definition provided by the [Gaming Licence Fees Regulations](#), where "revenue" shall, for the purposes of regulation 4(1) and (2), the Second Schedule and the Third Schedule, mean the actual revenue derived by the person in possession of the licence referred to in regulation 4(1) and (2) during the licence period and which revenue shall be determined on the basis of generally accepted accounting principles and practice as defined in article 2(4) of the Companies Act.

Such revenue needs to be provided for the reporting period under consideration.

3.3.4 Employment

In this section, the data provided should indicate the total number of employees directly employed with the company licensed by the MGA. Data provided should not include persons not employed in relation to the licensed activity. The data provided should be split further by each operator category that the licensee holds, namely, casino, gaming parlours and commercial bingo halls, through the designated field.

Number of employees **working solely on land-based gaming activities** licensed by the MGA as at the end of reporting period (30 June or 31 December).

The data reported in this question should be subdivided by nationality (Maltese and Non-Maltese) and gender (Male, Female or Gender X), and split between three categories, Top Management, Full-time (excl. Top Management) and Part-Time (excl. Top Management). In the case where Part-Time employees are reported, the total number of working hours per week should be recorded in the space provided.

For clarity's sake the subcategories are defined as follows:

- *Top Management*: executive top management and key function roles excluding any which are outsourced.
- *Full-Time*: the employees who work for 40 hours or more in a work-week, excluding those listed as "Top Management".
- *Part-Time*: the employees who work between 1 to 39 hours a week, excluding those listed as "Top Management".

3.3.5 Outsourcing

The section on Outsourcing services focuses on the arrangements the licensee might have to outsource services, functions and, or processes in line with the [Policy on Outsourcing by Authorised Persons](#), where outsourcing is defined as:

an authorised person's use of a third party, whether or not forming part of the same corporate group, to perform functions or provide services which would otherwise be undertaken by the authorised person. The third party supplier may itself be an authorised or unauthorised person.

1. Did your company **outsource any services, functions and/or processes** during the reporting period (1 January - 30 June or 1 July - 31 December)?

This question allows the licensee to indicate if it had any arrangements of this kind during the said reporting period.

- If the licensee did not outsource any services during the reporting period, the licensee can proceed to the next section.
- If the licensee outsourced services during the reporting period, an additional two questions (Q1.1 & Q1.2) have to be answered, as per below:

1.1 Which of the following services, functions and/or processes were outsourced to **companies based in Malta**?

1.2 Which of the following services, functions and/or processes were outsourced to **companies based abroad**?

In case that there were any such arrangements, questions 1.1 and 1.2 should be filled in by indicating which type of services were outsourced to companies based in Malta and which were those outsourced to companies based abroad, as per the categories provided, namely:

- Accounting and/or tax advisory
- Back-up and disaster recovery
- Co-location services & other IT services
- Compliance
- Customer due diligence
- Event, content and odds provision for betting
- Fraud management
- General risk management services
- Holding and, or managing player funds
- Internal Audit
- Legal
- Marketing and advertising
- Player identity verification
- Player support
- Risk management services for the operation of a licensable game.

3.3.6 Business Trends

The Section on Business Trends requires some insights on the company's expectations during the current and coming year for Gaming Revenue, Revenue and Employment.

It should be noted that this Section is only applicable for the reporting period 1 July - 31 December.

3.3.7 Additional Notes

In this section, it is possible to include any additional information which is necessary to support the submission made. In the case where the licensee is unable to provide complete information or is unsure whether the information provided meets the requirements of the IPR, such concerns should be listed in the Additional Notes section. Kindly provide a reference to which tab and question the comment relates.

4 Frequently Asked Questions (FAQs)

4.1 When are the IPRs due?

The MGA's Information Management unit approaches the industry on a bi-annual basis with the aim of collecting industry performance data. Data is collected for the following periods:

Time frame	Due Date
1 January - 30 June	7 September
1 July - 31 December	28 February

The MGA has decided that in order to obtain more reliable and accurate data, the time frames of the Return have to change to two six-monthly intervals: (1) 1 January – 30 June and (2) 1 July – 31 December (replacing previous time frames of (1) 1 January – 30 June and (2) 1 January – 31 December).

4.2 How do I submit the IPR?

The IPR is available on the Licensee Relationship Management System (LRMS) which can be accessed through www.portal.mga.org.mt and all operators are required to fill in and submit the IPR through that portal. The MGA will not be accepting any submissions made via other sources, like excel files, email or physical copies.

4.3 Do I have to complete the IPR?

Yes, all companies having an MGA's licence must complete the IPR form in a correct, complete and accurate manner, and submission is due every six months as requested by the Authority. This request for information is being made in terms of Article 7(2)(d) of the Gaming Act (Chapter 583 of the Laws of Malta).

4.4 Am I required to fill in a separate form for each licence type held with the MGA?

Once you log into the MGA online portal, the system will automatically provide you with the forms which need to be filled in and cover B2C - Gaming Service licence holders, B2B - Critical Gaming Supply licence holders as well as those holding both.

4.5 If I am a Corporate Licence holder, do I need to fill in a separate form for each company falling under the group?

In the case of Corporate Licence, you are requested to fill in and submit one form covering all the group companies with aggregate data for the entities falling under the group.

4.6 I am having trouble with filling in or submitting the IPR, who should I contact?

Contact the Information Management department via email on research.mga@mga.org.mt if any difficulty is encountered.

4.7 Am I required to send a copy of the original Return by post?

No, there is no need to send a copy of the original IPR by post. The MGA will not be accepting any submissions if they are not made via the LRMS portal.

4.8 Will I receive a confirmation of my submission from the MGA?

Once you submit the IPR, you will not be receiving a message however the status of the Industry Performance Return will change to “Submitted” on the LRMS portal timeline.

Please note that after submitted the IPR, the MGA may still need to contact you for any further information it deems necessary in order to process your submission. The status of the submission will update accordingly on the LRMS portal.

4.9 My company was not operational during the period under review. Do I still need to submit the IPR?

Yes, if a licence holder has ceased trading in a particular activity, but still holds a valid licence at the time when a Return is due, a NIL Return must be submitted. A note to this effect should be included in the Additional Notes section.

4.10 We did not have any revenue during the period under review. Do I still need to submit the IPR?

Yes, kindly complete all other required fields and indicate “0” in the relevant fields. A note to this effect should be included in the Additional Notes section.

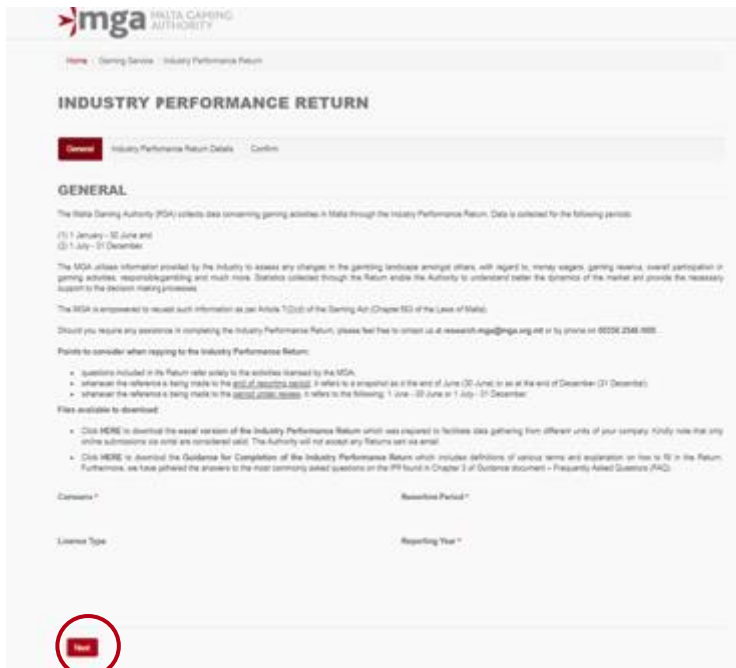
4.11 Our company is in the termination process. Do I still need to submit the IPR?

The MGA still requires your submission if the company had a valid licence (which was not yet terminated) during the period under review.

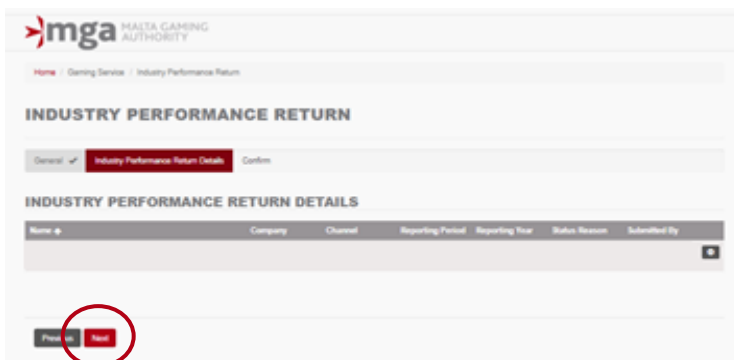
4.12 The company is in the application stage / has not gone live yet. Do I need to submit IPR?

If the company has not yet commenced any operation or has not gone live, but has received a general email from the Information Management team to submit the IPR and the IPR form appeared on the licensee’s timeline on the LRMS portal, you are still requested to submit the Return by going through the following steps:

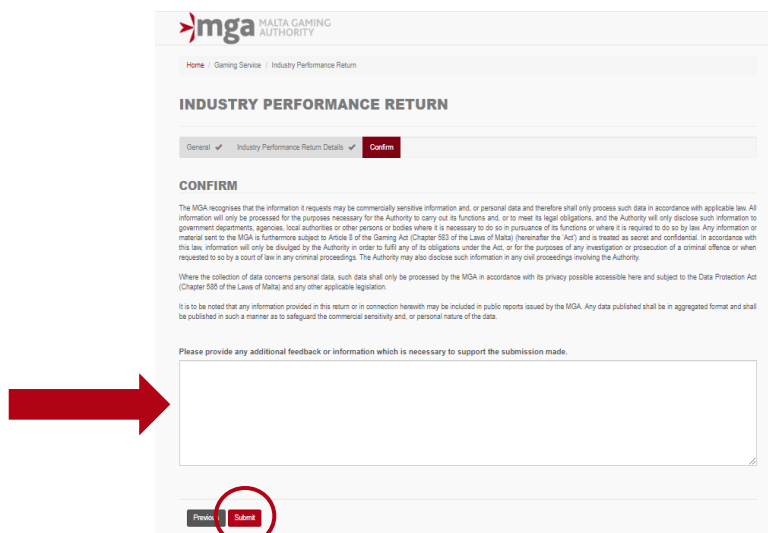
Step 1: Click Next on the following screen



Step 2: Click Next on the following screen



Step 3: Include a note explaining that the Company has not yet commenced any operation or has not gone live and click Submit



4.13 Since our business cycle differs from the time frame of the IPR, our financial information will not be audited. How should we report our numbers?

The Authority accepts that financial information is unlikely to have been audited. Hence, you need to provide us with the most accurate information that you can generate for the given time frames.

4.14 How does the MGA use the information collected through the IPR?

The data collected is mainly utilised for regulatory, statistical and reporting purposes, with aggregate information being used for the publishing of both Interim and Annual Reports. In addition, the data collected assists the Authority to better regulate the sector and carry out its functions based on updated industry performance. It is believed that such industry performance reporting is beneficial and value adding to all stakeholders.

4.15 I am unable to provide the MGA with all the information requested. What should I do?

If you are unable to provide complete information or are uncertain that your information meets the requirements of the IPR, you should record this in the Additional Notes section. Kindly ensure that you record the question number to which your comment relates.