

The MGA launches an efficient and user-friendly Licensee Relationship Management System

During a press conference addressed by the Malta Gaming Authority's Executive Chairman, Joseph Cuschieri and the Parliamentary Secretary for Financial Services, Digital Economy and Innovation, Hon. Silvio Schembri, the MGA announced the launch of a New Licensee Relationship Management System accessible through a secure and dedicated web portal.

This project, which is the result of a collaboration between the MGA and Microsoft, will transform the way the MGA interacts with its current and prospective licensees through the simplification and digitisation of its online and land-based processes.

The first phase of the project will see the MGA launching three main online services which are:

1. Applications for Remote Gaming Licences,
2. Dynamic Seal URL requests, and,
3. Submission of Players Liability and Gaming Tax Reports.

This new system will empower the gaming operators to electronically track the status of their applications and meet regulatory requirements more efficiently. This digitisation process will enhance a two-way communication between the Authority and its customers.

The Authority is embarking on this process to progress dynamically and create an enhanced, easier-to-use process.

The MGA's Executive Chairman, Joseph Cuschieri stated that; "The Malta Gaming Authority is taking another step towards achieving efficiency and innovation in the way it conducts its function as a regulator by applying information technology in regulatory processes. This project further aids the Authority in providing a top end service to its licensees and practitioners alike. Our main objective remains; that of exceeding the expectations of all our stakeholders at large. This portal goes a long way in achieving that".

In his speech, Parliamentary Secretary Silvio Schembri said that the Malta Gaming Authority is being proactive by always improving the services provided to companies operating in the gaming industry. "Today, the MGA is launching a new system by which it will be facilitating the communication with clients applying for a gaming licence on our shores. This system will function via an online portal improving the efficiency of the Authority's regulatory process. This project forms part of the government's vision for the improvement of our gaming jurisdiction. With similar initiatives, the Authority is excelling in the service given to those wishing to invest in our country, whereby said service always exceeds the expectations of the vast majority of operators."

The new Licensee Relationship Management System will be the one-stop shop for licensing. This is mirrored in the next phase of the project whereby the Authority will be extending the system to land-based operations including but not limited to; casinos, gaming parlours, the national lottery and commercial bingo.

