



# Responsible Wagering Program

Pursuant to the **Maine Gambling Control Unit Regulations**, in order to maintain the highest standards of responsible wagering in our gambling operations, Oddfellahs Sportsbook (“Sportsbook”) has established a Responsible Wagering Program designed to protect its customers from the potential dangers of problem gambling and to educate its consumers and employees alike on Sportsbook’s commitment to responsible wagering.

As part of its commitment to responsible wagering, prior to launching operations in Maine, Sportsbook will submit its responsible wagering plan to the Maine Gambling Control Unit for approval. Upon approval, the plan will be executed and the Company will adhere to all policies and procedures as determined by the Maine Gambling Control Unit to prevent problem gambling and encourage responsible gambling in the state of Maine.

### **Employee Training**

All employees, including new hires as they are onboarded, shall receive responsible wagering training. In addition, all employees are required to take an annual responsible wagering refresher course.

At the end of Sportsbook’s responsible wagering training, employees will be able to:

- Understand the definition, and signs and symptoms of problem gambling and those it may affect;
- Understand the measures Sportsbook has in place to prevent problem gambling and protect the player;
- Identify the triggers to spot a player with a potential problem and effective ways to positively intervene;
- Understand the tools and resources to assist anyone who seeks information for help in Maine:
  - Confidential helplines: 1800-GAMBLER, 2-1-1, or visit [211maine.org](http://211maine.org) for information and resources, available 24 hours a day, 7 days a week;
  - The Maine State Division of Disease Prevention website: <https://www.maine.gov/dhhs/mecdc/population-health/prevention/gambling/>.

### **Underage Play Prevention**

Sportsbook has implemented and maintains security procedures and practices to prohibit anyone under the age of 21 from gambling in the Sportsbook.

Sportsbook staff will maintain the policy that all persons who look under the age of 30 will have their I.D.’s checked for proof of birthdate. Further, Sportsbook staff will ensure that signage is posted reinforcing that all customers must be 21 or older.

Customers must use either a valid driver's license, state ID, passport, or military ID to wager at the Sportsbook. If a person claims to be over the legal age but is unable to provide ID upon claiming a wager, Sportsbook staff will ask the customer to leave and return with ID so payment/credit can be made.

Finally, should an adult try to enter the Sportsbook with a child, infant, or anyone under the age of 21, they will be asked to leave immediately being informed that regardless of age, anyone who is under the legal gambling age is prohibited.

### **Advertising**

Caesars Sportsbook acknowledges that advertisements must contain the message: "Must be 21 or older to gamble."

Caesars Sportsbook will ensure that all advertising, public relations activities, and marketing campaigns do not:

- a) Contain false or misleading information;
- b) Fail to disclose conditions or limiting factors associated with the advertisement;
- c) Use location, lighting, illustration, graphic depiction or color obscuring conditions or limiting factors associated with the advertisement;
- d) Consist of indecent or offensive graphics or audio, or both;
- e) Target players who have been excluded from play;
- f) Target, either via content or placement, those under the age of twenty-one (21);
- g) Target groups of people that are considered moderate and high-risk groups for gambling addiction;
- h) Encourage players to chase their losses or re-invest their winnings; or
- i) Suggest that betting is a means of solving financial problems.

Sportsbook agrees to delete or modify any advertisement which does not conform to the requirements of the Maine Gambling Control Unit.

### **Self-Exclusion**

An individual may request information from Sportsbook staff on how to have their name placed on the Maine Gambling Control Unit unauthorized list. Upon such request, Sportsbook staff will provide Unit-approved forms which will be transmitted to the Unit upon completion.

Upon receipt of a patron's self-exclusion form, Sportsbook will forward the form to Caesars Responsible Gaming team to verify whether funds remain in the patron's account. If funds remain, an email will be sent to the customer indicating the amount being refunded.

## **Prohibited Sports Wagering Participants**

Prohibited sports wagering participants identified by Sportsbook will not be permitted to make wagers and will be removed from the premises. Prohibited sports wagering participants shall include but not limited to:

- (1) An individual that is under 21 years of age
- (2) An individual listed on the MGCU's exclusion lists.
- (3) An employee of a sports wagering operator or permittee or relative or other person living in the same household as a director, officer, owner, or employee of the operator.
- (4) An individual whose participation may undermine the integrity of the wagering or the sports event or who is excluded from wagering for other good cause.
- (5) Sportsbook will not knowingly accept a wager from a person who is an athlete, coach, referee or other official, or staff of a participant or team that is participating in the sports event on which the person is attempting to place the wager.
- (6) Sportsbook will not knowingly accept a wager from a person who is the operator itself or is a director, officer, owner, or employee of the operator or any relative or other person living in the same household as a director, officer, owner, or employee of the operator.

Sportsbook will cancel a wager made by a prohibited sports wagering participant and refund the amount wagered. The wager will be cancelled at the time the Sportsbook becomes aware or should have been aware that the patron is a prohibited sports wagering participant.

## **Maine Gambling Control Unit Unauthorized List**

Sportsbook will advise all staff on how to access the Maine Gambling Control Unit Unauthorized List. Sportsbook will maintain the confidentiality of the information contained in the list. Sportsbook understands that if it cannot establish using reasonable measures that the person is prohibited, the person shall be presumed to not be a prohibited person.

In the event a Sportsbook staff member identifies an individual on the Unauthorized list, the staff member shall immediately notify Security who will remove the individual from the premises.

## **Child Support Withholding**

The Sportsbook shall intercept sports wagering winnings to pay child support debt in accordance with State of Maine regulations as follows.

The Maine Department of Health and Human Services (“Department”) maintains a registry containing information regarding individuals with outstanding child support debt, which Sportsbook shall electronically access the registry in accordance with Department guidance.

Before making a payout of winnings of an amount equal to or greater than the amount for which Sportsbook is required to file a Form W-2G or substantially equivalent form with the United States Internal Revenue Service, Sportsbook shall obtain the name, address, date of birth and social security number of the winner and shall electronically submit this information to the registry operator.

Upon receipt of information pursuant to above, the registry operator shall electronically inform the Sportsbook whether the winner is listed in the registry. If the winner is listed in the registry, the registry operator shall inform Sportsbook of the amount of the winner's outstanding child support debt and the account number or identifier assigned to the outstanding child support debt and shall provide Sportsbook with a notice of withholding that informs the winner of the right to an administrative hearing.

If the registry operator informs Sportsbook that the winner is not listed in the registry or if Sportsbook is unable to obtain information from the registry operator on a real-time basis after attempting in good faith to do so, Sportsbook may make payment to the winner.

If the registry operator informs Sportsbook that the winner is listed in the registry, Sportsbook may not make payment to the winner unless the amount of the payout exceeds the amount of outstanding child support debt, in which case Sportsbook may make payment to the winner of the amount of winnings that is in excess of the amount of the winner's outstanding child support debt.

If the registry operator informs Sportsbook pursuant to this section that a winner is listed in the registry, the Department has a valid lien upon and claim of lien against the winnings in the amount of the winner's outstanding child support debt.

Sportsbook shall withhold from any winnings an amount equal to the amount of the lien and shall provide a notice of withholding to the winner. Within 7 days after withholding an amount pursuant to this subsection, Sportsbook shall transmit the amount withheld to the Department together with a report of the name, address and social security number of the winner, the account number or identifier assigned to the debt, the amount withheld, the date of withholding and the name and location of Sportsbook.