



## **MEMORANDUM**

September 11, 2025

**TO : ALL LICENSEES / OPERATORS /  
GAMING SYSTEM ADMINISTRATORS**

**FROM : THE ASSISTANT VICE PRESIDENT**  
Gaming Licensing and Development Department

**SUBJECT : RESPONSIBLE GAMING REMINDERS**

---

In line with our joint pursuit in providing a safe and responsible gaming environment to our customers, we would like to enjoin and remind our licensees and operators to intensify responsible gaming efforts in your respective facilities/sites. This would include the following, among others:

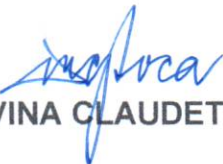
- Maintaining access to the National Database for Restricted Persons (NDRP) by authorized personnel only, to ensure that information is handled with integrity and accountability;
- Ensuring that banned persons are not able to enter the gaming facility or have access to playing;
- Implementing more prudent verification processes in knowing your customer, membership application/renewal, and claiming of prizes, among others;
- Ensuring the availability of dedicated personnel and information on Responsible Gaming, should there be queries or concerns, such as Exclusion/Banning, treatment and rehabilitation centers, support groups, and the like. For more details, you may also refer to [www.pagcor.ph/regulatory/responsible-gaming.php](http://www.pagcor.ph/regulatory/responsible-gaming.php);
- Immediate reporting of incidents and activities deemed detrimental to or compromises the integrity of the operations or the industry.

All licensees and operators are further urged to review, reinforce, and strictly implement their Responsible Gaming programs in accordance with the foregoing directives and the Responsible Gaming Code of Practice.

Kindly ensure the prompt cascading of these instructions to all concerned units and personnel for immediate and consistent implementation.

We would appreciate receiving a compliance report detailing the measures undertaken pursuant hereto, within fifteen (15) days from receipt of this Notice.

Thank you for your continued cooperation.

  
**MA. VINA CLAUDETTE P. OCA**

cc: *The Senior Vice President, LBO-LRG*  
*The Senior Vice President, SMC*  
*The Vice President, MEG*  
*The Assistant Vice President, EGLD*  
*Committee Chairman, RG Committee of Assessors*