



**I-Gaming Licensing and Regulation Group
Electronic Gaming Licensing Department**

REGULATORY FRAMEWORK FOR THE ACCREDITATION OF GAMING AFFILIATES AND SUPPORT SERVICE PROVIDERS

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EXECUTIVE SUMMARY

The PAGCOR-accredited Gaming System Administrator (GSA) (formerly Gaming System Service Provider), Licensees of Integrated Resorts and Gaming Venue Operators shall avail of the products and services of the Gaming Affiliates and Support Service Providers (collectively known as Business-to-Business [B2B] Providers) duly acknowledged and authorized by PAGCOR to be its partner in providing the requirements for electronic gaming operations within the Philippine jurisdiction.

This framework shall govern the processing of application for accreditation as a Gaming Affiliate and/or Support Service Provider that shall provide electronic gaming system, game contents, gaming platforms or support services related to electronic gaming conducted at PAGCOR-licensed Gaming Venues, Integrated Resorts, and/or PAGCOR-authorized gaming establishments, including the adjunct online gaming. This framework prescribes the procedures, guidelines, requirements, and standards for the application for accreditation in which game contents for electronic gaming operations shall be categorized into the PAGCOR-approved game offerings, i.e. (1) Traditional Bingo Games, (2) Electronic Bingo Games, (3) Electronic Casino Games, (4) Sports Betting, (5) Specialty Games, (6) Online Poker Games, (7) Numeric Games, or other suite of games that may be allowed by PAGCOR in the future.

The provisions of this Regulatory Framework shall apply prospectively, except when expressly indicated.

By virtue of the foregoing, stipulations in this document are laid down as the Regulatory Framework for the Accreditation of Gaming Affiliates and Support Service Providers.

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I. DEFINITION OF TERMS

1. **Customer Service Provider (CSP)** refers to an entity that offers assistance and support to players of electronic or virtual games (whether onsite or online play) who have questions, concerns, complaints or issues with a particular product or service.
2. **Game Aggregator (GA)** refers to an entity that connects electronic and online gaming with game content providers, allowing the Gaming System Administrator (GSA) to offer a variety of games. It unites numerous electronic gaming systems (with or without the suites of games from various game developers) into a single electronic gaming system. It provides the required products and/or services to the GSA such as game integration, payments, and technical support, among others.
3. **Game Content Provider (GCP)** refers to the provider of electronic or virtual games, related servers and other services which may be accessed or utilized in association with the said service, e.g., monthly income report generation, development of games, among others. This includes the Data/Content Streaming Provider, an entity providing live-streamed games.
4. **Gaming Affiliate** refers to an entity which owns or operates, in whole or in part, all or any part of a business which derives any of its revenues from PAGCOR-regulated gaming, such as but not limited to the following:
 - a. Game Aggregator (GA)
 - b. Game Content Provider (GCP), which includes the Data/Content Streaming Provider (DCSP)
5. **Gaming System Administrator (GSA) (formerly Gaming System Service Provider)** is an entity accredited by PAGCOR to provide the necessary electronic gaming service along with its suite of games to PAGCOR-licensed gaming venues per specific game offering. The GSA may contract a PAGCOR-accredited

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Gaming Affiliate and/or Support Service Provider in fulfillment of its obligations as one of the accredited GSAs.

6. **Independent Game Testing Laboratory (IGTL)** refers to a third-party organization that tests and certifies games to ensure they meet regulatory standards for fairness and functionality, often verifying aspects like random number generators (RNG) and game mechanics, without being directly affiliated with the game developer or publisher; essentially acting as an impartial quality control entity for the gaming industry.
7. **Know-Your-Customer (KYC) / Membership System** refers to the system utilized by the GSA for its electronic gaming system (EGS) and online gaming platform (OGP) for the player's registration and to verify a player's identity and assess his/her risk.
8. **Marketing / Promotional Service (MPS)** refers to a service offered by business / agency that creates and manages marketing and promotional activities.
9. **Payment Gateway Solution (PGS)** or money transfer service refers to service offered by an entity whose payment services/platforms are Anti-Money Laundering Council (AMLC) compliant and registered with the Bangko Sentral ng Pilipinas (BSP). These services may include over-the counter and online banking, payment/e-Wallet system and through other legitimate money transfer services.
10. **PAGCOR Inspection Team** refers to a group comprised of representatives from PAGCOR's concerned departments who are authorized to check or verify compliance with PAGCOR's rules and requirements.
11. **Permit to Hold (PTH)** refers to the authorization of the holder to import, store, transfer/move, ship-out, operate and utilize gaming equipment and/or gaming paraphernalia in its gaming studio for video streaming footages of live gaming

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action, gaming research and development-related activities, i.e. development of system and Random Number Generator (RNG)-based games.

12. **Support Service Provider (SSP)** refers to an entity that renders any gaming-related product and/or service, such as but not limited to the following:

- a. Payment Gateway Solution / Payment Channel
- b. Marketing / Promotional Service
- c. Customer Service
- d. Know-Your-Customer (KYC) / Membership System
- e. Independent Game Testing Laboratory

II. **GENERAL PROVISIONS**

1. The Gaming System Administrator (GSA), Gaming Venue Operators (Operators) and Licensees of Integrated Resorts (IR Licensees) shall only engage PAGCOR-accredited B2B Providers that may provide the electronic gaming system (EGS), game contents and gaming-related services for the electronic gaming operations within the Philippine Jurisdiction.
2. The games/contents of a Game Content Provider (GCP) shall be categorized per PAGCOR-approved game offering, which shall be evaluated and approved by the Electronic Gaming Licensing Department (EGLD) pursuant to the provisions of the existing *Regulatory Framework for the Accreditation of Gaming System Administrators*. It is the jury duty of the Game Content Provider to request for approval of its games prior to launching in the PAGCOR-licensed gaming venues or PAGCOR-authorized gaming establishments.
3. The Electronic Gaming System (EGS) of the Game Aggregator (GA) shall comply with the system requirements as prescribed in the existing *Regulatory Framework for the Accreditation of Gaming System Administrators*.

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4. The B2B Providers shall be in close coordination with their respective GSA/Operator/IR Licensee for the uniform application of the provisions of the existing regulatory frameworks for remote or electronic gaming operations, including any revision and/or amendment thereto, if any.
5. The accreditation of a Game Content Provider (GCP) shall be on a per game offering basis and shall be granted independently and separately. In other words, separate accreditation shall be granted to a GCP for each game offering.
6. The GSA/Operator/IR Licensee, by default, may avail of the products and services of each B2B Provider duly acknowledged and authorized by PAGCOR. The GSA/Operator/IR Licensee shall not require whatsoever any exclusivity provision of the contract with the B2B Provider in order to promote healthy competition among stakeholders in the field of local or domestic electronic gaming. Any contract between the GSA/Operator/IR Licensee and B2B Provider shall not bind PAGCOR whatsoever.
7. For foreign-based B2B Provider (or its local counterpart/business in the Philippines), the registration with the Securities and Exchange Commission (SEC) of the Philippines shall be required.
8. A foreign-based Gaming Affiliate (i.e., Game Aggregator and/or Game Content Provider) may appoint a local entity or a GSA as exclusive distributor with full responsibility for its products and/or services. However, any exclusive distributorship agreement shall be automatically deemed void/cancelled once the foreign-based Gaming Affiliate is accredited by PAGCOR.
9. Each local entity or GSA is allowed to be an exclusive distributor up to a maximum of five (5) distributorships.
10. All accredited B2B providers shall offer their products and/or services only to PAGCOR-licensed Gaming Venue Operators, PAGCOR-accredited GSAs and

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Licensees of Integrated Resorts. Failure to do so shall be ground for revocation of the accreditation of the erring B2B provider.

11. The GSA that will utilize the EGS of a Game Aggregator, suite of games of a Game Content Provider, or services of a Support Service Provider, as the case may be, shall submit to the EGLD pertinent document/s signifying the concurrence by or agreement between the GSA and a PAGCOR-accredited B2B Provider to provide gaming system, games, support services, products, gaming equipment, among others, necessary for the GSA's fulfillment of its obligations under its accreditation.
12. By virtue of the accreditation of PAGCOR, the B2B Providers are tasked, among others, to execute any or a combination of the following, as applicable:
 - a. Provision of its gaming system or platform, game contents only to PAGCOR-accredited GSA within the Philippine jurisdiction.
 - b. Provision of payment solutions.
 - c. Provision of marketing activities and promotions.
 - d. Provision of KYC process or player membership system.
 - e. Provision of 24/7 technical support and/or customer service.
 - f. Provision of Training Services for Front-Line Staff; and
 - g. Provision of system and/or game testing.
 - h. Provision of any specific service necessary for the operation of GSA's electronic gaming.

The accreditation contractually binds the B2B Provider to deliver to the GSA/Operator/IR Licensee, on behalf of PAGCOR, all the required services, and any other service that PAGCOR may deem necessary and appropriate in the future. Failure thereof shall be penalized under the existing *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

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13. The EGS of a Game Aggregator shall not allow player registration and acceptance of bets emanating outside the Philippines in any way whatsoever.
14. The Game Content Provider, as the case may be, shall secure a Permit to Hold (PTH) gaming equipment and paraphernalia for its live dealer studio set-up streaming live games, or for any appropriate number of gaming equipment or gaming machines that may be deemed necessary for game development, subject to compliance with the guidelines and requirements prescribed in Annex C of this regulatory framework, and/or any applicable regulatory framework of PAGCOR.
15. All B2B Providers shall comply with the rules and regulations of the Anti-Money Laundering Council (AMLC) as clarified, implemented, and supervised by the PAGCOR Anti-Money Laundering Supervision and Enforcement Department (PASED). Non-compliance, as determined by PASED, shall cause the imposition to the erring Gaming Affiliate or Support Service Provider the corresponding penalties, as prescribed.
16. The B2B Providers shall comply with the yearly submission to the EGLD of the following documents on or before May 31st of each year:
 - a. Photocopy of latest General Information Sheet (GIS) duly filed with the SEC to validate compliance with the PAGCOR probity standards.
 - b. Original copy of duly filled-out Authorized Signatory with Specimen Signature and Contact Information Form.
 - c. Photocopy of valid Mayor's/Business Permit issued for the location of business and/or live studio gaming set-up that were previously registered to PAGCOR; and
 - d. Original copy of duly accomplished and notarized Personal Disclosure Statement (PDS). This document shall also be uploaded through the Electronic Submission of Annual Documentary Requirements (ESADR),

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Failure to submit the above-listed documents after the lapse of sixty (60)-day grace period shall result to imposition of penalty as prescribed in the existing *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*:

17. Any change in ownership of the corporation or any change in, or addition to, its Board of Directors (BOD) shall be reported to the EGLD within thirty (30) calendar days from the occurrence of said change, provided, however, that for new Gaming Affiliate or Support Service Provider, the sale or transfer of any share or shares in the corporation shall not be allowed within a period of six (6) months from the approval of accreditation, unless with prior written approval from the EGLD and for serious and justifiable cause. Otherwise, a corresponding penalty shall be imposed. In case of a new Board Member, the Gaming Affiliate or Support Service Provider shall submit to the EGLD a corresponding notarized Personal Disclosure Statement (PDS) of each new member, together with the copy of updated GIS duly filed with SEC. A substantial change in ownership shall be subject to verification/checking by a third-party probity checker, as may be determined by the EGLD.
18. On suspension or cancellation of accreditation, the EGLD may issue preventive suspension, during the pendency of its investigation, of the EGS, game contents and/or gaming-related services upon receipt of a complaint or of an information based on the following grounds:
 - a. Accredited Gaming Affiliate or Support Service Provider is not, or no longer, in the opinion of the PAGCOR's Board, a suitable corporation to be accredited.
 - b. The Board of Directors, Key Officers and/or Beneficial Owner/s of the accredited Gaming Affiliate or Support Service Provider is convicted of an offense in violation of anti- gambling laws of the Philippines.
 - c. The Board of Directors, Key Officers and/or Beneficial Owner/s of the accredited Gaming Affiliate or Support Service Provider is convicted of any

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serious offense under any other law.

- d. Accredited Gaming Affiliate or Support Service Provider violates a condition attached to its accreditation.
- e. Accredited Gaming Affiliate or Support Service Provider is bankrupt or under rehabilitation.
- f. Accredited Gaming Affiliate or Support Service Provider obtained its accreditation by a materially false or misleading representation or in some other improper way.
- g. Accreditation is required to be suspended to ensure that the public interest is not affected in an adverse and material way, or the integrity of the conduct of gaming is not jeopardized in any way.
- h. Accredited Gaming Affiliate or Support Service Provider incurred a non-compliance or undertaken inappropriate action/s causing irreparable damages to PAGCOR's image and credibility, and/or to the local gaming industry as a whole.

If the accredited Gaming Affiliate or Support Service Provider shall be found guilty of any of the above-mentioned violations, the PAGCOR Board shall approve the suspension or cancellation / revocation of its accreditation. The PAGCOR Board may approve the imposition of the forfeiture of the Performance Cash Deposit, if the violation/circumstance so warrants.

19. The Certificate of Accreditation or Permit to Hold, as the case may be, issued under the document cannot be transferred by way of sale, inheritance succession, gift or otherwise to any corporation without prior consent of the PAGCOR's Board of Directors and under any additional condition for the transfer and only if the transferee meets the requirements of the document.

20. All B2B Providers shall comply with the rules and regulations of the Data Privacy Act (Republic Act 10173) as clarified, implemented, and supervised by the Data Privacy Section - Information Security Division of Information Technology

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Department (ITD).

21. All B2B Providers shall comply with the rules and regulations of probity check as clarified, implemented and supervised by the Investigation and Verification Department (IVD). The conduct of probity checking shall be in accordance with the provisions of the *Probity Checking Framework* issued by the PAGCOR Anti-Money Laundering Supervision and Enforcement Department (PASED), and to be implemented by IVD.
22. The Game Content Provider specifically the Data/Content Streaming Provider (DCSP) shall install for online streaming of games at least four (4) gaming tables for Electronic Casino Games, and at least two (2) gaming tables for other Game Offerings, or as may be determined by EGLD, prior to the commencement of live operations of its live production facility and gaming studio set-up.
23. For live data/contents emanating from foreign-based and non-accredited DCSP which have been approved by PAGCOR previously, shall be allowed to remain in the gaming platforms of accredited GSA until 31 March 2026 only. During such period, the foreign-based GCP/DCSP or its appointed local exclusive distributor must complete its accreditation with PAGCOR to remain its game contents in the accredited GSA's gaming platforms. Failure thereof shall render the game contents to be non-compliant and unauthorized, and shall result in the removal of the said unauthorized game contents.
24. A GCP may offer and implement its streamed live games to multiple GSAs subject to prior approval from the EGLD.
25. The COA and PTH shall be valid for two (2) years effective from date of approval of the particular accreditation/permit by the PAGCOR's Board of Directors.

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III. ACCREDITATION PROCEDURES

The following provisions shall apply to all applicants for both Gaming Affiliates and Support Service Providers except when specifically indicated:

1. Only corporations duly registered with the SEC shall apply for accreditation as any one of the following:
 - a. Gaming Affiliate
 - i. Game Aggregator
 - ii. Game Content Provider
 - b. Support Service Provider (of any one of the following)
 - i. Payment Channel
 - ii. Marketing/Promotional Service
 - iii. Customer Service
 - iv. Know-Your-Customer (KYC) / Membership System
 - v. Independent Game Testing Laboratory

2. The Applicant must possess the following eligibilities of PAGCOR probity standards for B2B Provider:
 - a. Of good repute, considering character, honesty and integrity.
 - b. Not associated with any person who is not of good repute considering character, honesty, and integrity or has undesirable or unsatisfactory financial resources.
 - c. Have sufficient experience and ability to establish and manage gaming operations.
 - d. Not among those excluded from engaging in gaming under the provisions of this document or any other law on the matter.
 - e. In the case of an artificial person, of stable financial standing and satisfactory corporate structure

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3. The Applicant must comply with all documentary requirements, which include the following:
 - a. Probity checks on identity of each key official of the corporate applicant, finances, integrity, competence, and criminality.
 - b. Review of applicant's statutory and operational documentations.
 - c. Issuance of a Certification or Report by a Third-Party Probity Checker on its conducted probity check to the Applicant, the cost of which shall be shouldered by the Applicant.
4. The EGLD shall process all applications for accreditation as a Gaming Affiliate or Support Service Provider. Only applications with complete requirements shall be considered received. Applications with incomplete details and/or requirements shall be returned to the Applicant which may resubmit the same after duly addressing all insufficiencies.
5. The Applicant may obtain the application form for accreditation of Gaming Affiliate and Support Service Provider by downloading the **Application Form for Accreditation of Gaming Affiliate and Support Service Provider** from the PAGCOR regulatory website.
6. The Applicant shall submit a Letter of Intent (LOI) addressed to the PAGCOR Chairman and Chief Executive Officer.
7. The Applicant shall provide information and submit to the EGLD the duly filled-out **Application for Accreditation Form** together with the documents as enumerated in the **List of Documentary Requirements for Application for Accreditation of Gaming Affiliate and Support Service Provider (Annex A)**.
8. The Applicant must pay the non-refundable **Application/Renewal Fee** as follows:

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a. Gaming Affiliate

- i. Game Aggregator - PhP250,000.00 for two (2) years
- ii. Game Content Provider - PhP250,000.00 for 2 years per game offering

b. Support Service Provider

- i. Payment Channel - PhP250,000.00 for 2 years
- ii. Marketing/Promotional Service - PhP250,000.00 for 2 years
- iii. Customer Service - PhP250,000.00 for 2 years
- iv. KYC / Membership System - PhP250,000.00 for 2 years
- v. Independent Game Testing Laboratory - PhP500,000.00 for 2 years

As an incentive, all applications for accreditation as B2B Provider with complete documentary requirements submitted to the EGLD and paid Application Fee before 31 December 2025 shall be granted an accreditation that is valid for its first three (3) years.

9. The Applicant must first secure the approval from EGLD prior to payment of the non-refundable Application Fee.
10. The Applicant must enroll first with PAGCOR's Gaming Licensing and Development Department (GLDD) before doing business with a PAGCOR-licensed Operator/Licensee or accredited GSA. Enrolment procedures and requirements are prescribed in the existing *Suppliers Regulatory Manual*, where the Applicant shall submit to GLDD the required documents.

Visit the Suppliers page at the PAGCOR website, Regulatory page to view or download the above-cited *Suppliers Regulatory Manual*.

11. Once the Application is found compliant with the submitted requirements, the PAGCOR Inspection Team shall conduct an ocular site inspection of the facility and observe the walkthrough and testing by the Game Content Provider or Game Aggregator of the EGS, game contents and OGP, including system

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capabilities on player registration, income reporting, among others (as applicable) to determine capability and readiness of the EGS and/or facilities to fulfill streaming services or support services to gaming operations.

12. The follow-up walkthrough of the proposed electronic gaming system and online gaming platform prior to the issuance of the Notice to Commence, shall be conducted in the registered live production environment and/or gaming studio set-up using the PAGCOR approved test accounts.
13. The Application shall only be recommended to the PAGCOR Board of Directors for approval upon compliance with the following:
 - a. Submission of complete documentary requirements.
 - b. Payment of the non-refundable Application Fee.
 - c. Satisfactory results of ocular inspection of the Applicant's facility and actual testing of the EGS including OGP, as the case may be
 - d. Compliance with the prescribed probity requirements.
14. The EGLD shall inform the Applicant of the decision of the PAGCOR's Board of Directors on the application for accreditation once available.
15. If approved, the Certificate of Accreditation (COA) duly signed by the Chairman and Chief Executive Officer of PAGCOR shall then be issued to the qualified Game Affiliate or Support Service Provider.
16. The original copy of COA shall be released to the Gaming Affiliate or Support Service Provider subject to submission to the EGLD of the following within sixty (60) days from date of approval of the Board of Directors:
 - a. Photocopy of the Government-issued valid Identification (ID) card of the receiving Board member, officer, or authorized recipient.
 - b. Board Resolution or Secretary's Certificate authorizing the recipient in item 1 to receive the COA on behalf of the Gaming Affiliate or Support Service

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Provider.

- c. For amended or revised COA, the original copy of the corresponding old COA must be surrendered.
 - d. For new Gaming Affiliate or Support Service Provider, copy of original receipt (OR) for payment/posting of the required Performance Cash Deposit (PCD).
17. The COA is a permit or privilege and is not a contract between PAGCOR and the B2B Provider, hence, the COA may be amended, supplemented, suspended, and revoked in accordance with the provisions of these rules and other pertinent laws and regulations. The COA is not a property or a property right of the B2B Provider, nor does it create a vested right.
 18. The original COA and PTH must be posted at a strategic location within the premises of the business office and/or live production facility and gaming studio set-up.
 19. PAGCOR shall impose a Reprinting/Re-issuance Fee of Twenty Thousand Pesos (Php20,000.00) for request for reprinting/reissuance of any certificate, as long as the request for correction or change in the details, are through no fault of PAGCOR and for the following reasons:
 - a. Lost, torn, or damaged certificate.
 - b. Any approved change in the details of the certificate.
 20. The Game Aggregator, Game Content Provider (GCP) (for each game offering) and Support Service Provider (for each type of service) shall post to PAGCOR the required Performance Cash Deposit (PCD) in the amount of One Million Pesos (Php1Million), regardless of the number of Game Offerings (for accredited GCPs).

The posting of PCD shall be undertaken prior to the commencement of business operation or in the case of GCP, prior to the initial launching of its games.

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Once compliant with all pre-commencement requirements, the EGLD shall then issue a Notice to Commence Operation in which case the Game Affiliate or Support Service Provider may now offer its services to the GSA or Operators or Licensees of Integrated Resorts, as the case may be.

21. Upon termination of operation or revocation of accreditation, the Game Affiliate or Support Service Provider shall undertake the required post-operational activities prior to the refund of the PCD.
 - a. The Game Affiliate or Support Service Provider shall be required to submit the following:
 - i. Board Resolution signifying the request for refund of PCD and the assignment/appointment of the authorized representative to transact / sign documents relative thereof; and
 - ii. Original copy of corresponding O.R. issued by PAGCOR for the PCD. If the same is not available, an Affidavit of Loss and a Board Resolution attesting the same shall be presented.
 - b. The EGLD shall evaluate and initiate the preparation of the PCD Schedule. The same shall be forwarded to the Accounting Department for the determination of outstanding obligations and computation/verification of the final amount for a refund.
 - c. Upon compliance of the Game Affiliate or Support Service Provider with the submission of documentary requirements, post-operational activities, and the final amount for refund have been verified, the EGLD shall recommend to the PAGCOR Board the refund of the PCD, net of any outstanding obligations to PAGCOR. Outstanding obligations if any shall be offset against its PCD prior to refund.

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22. Any excess in previously posted PCD may be refunded subject to PCD refund guidelines or may be applied to other applications as notified to the EGLD for processing.
23. The original copy of any replaced, cancelled, or revoked certificate, permit or license shall be surrendered to the EGLD.
24. For the streaming of live games or conduct of game development, the Game Content Provider (GCP) shall be required to obtain a Permit to Hold (PTH) of its gaming equipment and paraphernalia and shall comply with the **Application Procedures for Permit to Hold Gaming Equipment and Gaming Paraphernalia for Live Studio Set-up (Annex B)**. The GCP shall not be required to obtain a PTH, only if it is providing streamed live games from a live studio set-up located **within its own** PAGCOR-licensed IRs, Gaming Venue or gaming establishments.

Each approved game/sports/market for implementation shall comply with the prescribed Return-to-Player (RTP) percentage range and allowed minimum bet per game offering.

22. The Gaming Affiliate (i.e., Game Aggregator or Game Content Provider) and Support Service Provider shall submit the application for renewal together with the complete updated documentary requirements to the EGLD at least two (2) months prior to expiration of the Certificate of Accreditation (COA) and Permit to Hold (PTH) gaming equipment and gaming paraphernalia.

The processing of application for renewal of the COA and PTH may be extended subject to the following:

- a. Submission of the application for renewal not later than thirty (30) calendar days prior to the expiration of accreditation.

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- b. Payment of the corresponding Renewal Fee amounting to Two Hundred Fifty Thousand Pesos (PhP250,000.00) for the Accreditation, except for Independent Game Testing Laboratory with the Renewal Fee amounting to Five Hundred Thousand Pesos (PhP500,000.00) and One Million Pesos (PhP1,000,000.00) for the issuance of renewed PTH.
- c. Satisfactory evaluation of the EGLD of the justifications/reasons for the requested extension.
- d. Payment of the Extension Fee amounting to One Thousand Pesos (PhP1,000.00) per day of extension.

IV. SCOPE OF SERVICES

1. The Gaming Affiliate or Support Service Provider must fulfill the following obligations:

I. GAMING AFFILIATES

1) Game Aggregator (GA)

The GA shall provide a software solution to a PAGCOR-accredited Gaming System Administrator (GSA) with the task of managing the PAGCOR-accredited Game Content Providers (GCP) contracted by the GSA, as follows:

- a) Provide the platform, necessary hardware, system security resources, and facilities required to fulfil the obligations of GA.
- b) Offer a wide variety of electronic or virtual games such as casino table games, slots, live dealer games, sports betting, and more from multiple GCPs.

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- c) Provide a unified API for seamless integration into the GSA's electronic gaming system (EGS)/Online Gaming Platform (OGP) and allow access to the games of various GCPs.
- d) Submit a certification/test report on "integration testing" issued by a PAGCOR-accredited Independent Game Testing Laboratory (IGTL) signifying a reliable and seamless integration capable of data extraction, report generation and able to provide the services as required from its contracted GSA.
- e) Ensure smooth operation, perform the troubleshooting and regular maintenance of its system/platform/integration on behalf of the GSA.
- f) Request the approval for the gaming platform from PAGCOR's EGLD prior to deployment and activation, following the guidelines and procedures prescribed at the existing Regulatory Frameworks issued by PAGCOR.
- g) Ensure that the games integrated and offered at GA's platform are duly approved by EGLD for implementation.
- h) Regularly updates its games library with new releases and features, subject to prior approval by the EGLD.
- i) Ensure that the platform supports a variety of payment methods, marketing features/activities, among others.
- j) Offer detailed reports on game performance, player activity, and financial metrics.
- k) Ensure that performance of its duties as a GA must be in accordance with the applicable provisions of the existing Regulatory Frameworks issued by PAGCOR.
- l) Ensure that any third-party entity contracted by the GA in its provision of services to GSA must be PAGCOR-accredited, as required.
- m) Provide seamless Application Programming Interface (API) integration with PAGCOR's third-party auditing system.

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- n) Submit the following documents signifying good reputation and credentials:
- i. Latest list of partner game content providers
 - ii. Existing game library
 - iii. Copy of valid license/s from recognized regulatory bodies
 - iv. Endorsement letter from a GSA contracted by the GA
 - v. Narrative on previous partnership/s

2) *Game Content Provider (GCP)*

The GCP shall provide the virtual game or suite of games to be offered by a PAGCOR-accredited GSA, which may be managed by its contracted accredited Game Aggregator, as follows:

- a) Design, develop, test and build a variety of electronic/virtual games to be offered by a PAGCOR-accredited GSA, focusing on game variety, innovation and player engagement.
- b) Provide configurable games to align with GSA's branding and particular market requirements.
- c) Ensure easy API integration to facilitate the implementation of games across various EGS/OGP platforms.
- d) Guarantee compatibility of games across desktop, mobile, and tablet devices.
- e) Comply with the regulatory mandates of PAGCOR, ensuring that games conform to international standards.
- f) Utilize a Random Number Generator (RNG), as necessary, for each game or across a suite of games, certified by a PAGCOR-accredited Independent Game Testing Laboratory (IGTL) signifying its randomness and guarantee fair gameplay.
- g) Ensure that each game to be offered by GSA is compliant with the prescribed Return-to-Player (RTP) percentage, supported by a

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certification or test report issued by an accredited IGTL or a certification issued by the concerned GCP (with a rating of ISO/IEC 17025 and/or 17065), signifying that it has conducted extensive testing on each game and has found that the RTP percentage of each game is compliant, where testing results shall be attached, indicating number of games played, jackpot increment, and other parameters used.

- h) Comply with the RTP percentage of at least sixty percent (60%) for each game or any of its proposition betting, or as specifically prescribed in the Regulatory Frameworks.
- i) Request the approval for each game or market/sports from the EGLD prior to deployment and activation at GSA's electronic gaming system (EGS) and online gaming platform (OGP), following the guidelines and procedures prescribed at the existing Regulatory Frameworks issued by PAGCOR.
- j) Deliver continuous customer and technical assistance to GSA to ensure seamless gaming operations.
- k) Provide comprehensive analytical tools for monitoring game performance and financial indicators.
- l) For GCP of live-streamed games or DCSP, establish a live dealer gaming set-up or studio in the Philippines and secure the corresponding Permit to Hold (PTH) Gaming Equipment and/or Gaming Paraphernalia, as may be required.
- m) For each foreign-based DCSP, or its local representative, establish a live dealer gaming studio or branch office located within the Philippines, and shall apply for a corresponding PTH Gaming Equipment and Paraphernalia, as may be required.
- n) Ensure a seamless API integration with PAGCOR's third-party auditing system.
- o) Submit the following documents signifying good reputation and credentials, and game variety and quality:

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- i. Most recent list of regulatory jurisdictions where the games are licensed to operate/be implemented
- ii. List of existing games or suites of games along with the brochures, if any
- iii. Endorsement letter from a GSA or game aggregator contracted by GCP

The GSA or its GA, as the case may be, is required to submit a certification/test report on “integration testing” issued by a PAGCOR-accredited IGTL signifying a reliable and seamless integration with any system/platform of the concerned Support Service Provider contracted by the GSA.

Each of the Gaming Affiliates (i.e., Game Aggregator and Game Content Provider) shall be responsible for any action or suit brought about by any third party for violation of such a party’s intellectual property rights.

II. SUPPORT SERVICE PROVIDERS (SSP)

The Support Service Provider must provide APIs or similar connection/link to ensure seamless integration with the GSA’s electronic gaming system and online gaming platform, as the case may be.

1) *Payment Gateway Solution (PGS) / Payment Channel (PC)*

A Support Service Provider providing payment gateway solution or payment channel allows its contracted PAGCOR-accredited GSA to securely credit and debit payments from customers, acting as an intermediary between its website and the acquiring bank, encrypting and transmitting payment information for secure processing, (which shall be referred herein as Payment Channel or PC), as follows:

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- a) Payment Channel (PC), such as money transfer services, payment/e-wallet services, payment gateway provider, Operator of Payment System (OPS), or Electronic Money Issues (EMI) shall be subject to accreditation by PAGCOR for the sole purpose of its utilization in PAGCOR-authorized gaming operations. The PC shall still be fully under the jurisdiction of the Bangko Sentral ng Pilipinas (BSP).
- b) Only those PCs accredited, approved, or registered with the BSP, shall be considered legitimate and shall be utilized.
- c) PC is encouraged to implement advanced security measures such as encryption and fraud detection to protect against unauthorized transactions.
- d) Only PC that is Anti-Money Laundering Council (AMLC)-compliant shall be utilized.
- e) PC must provide a link feature where a prospective player will be redirected to the existing player registration portal of the GSA's OGP to undergo the player registration procedure therein. The PC should provide APIs for seamless integration with gaming platforms and mobile apps.
- f) PC shall provide its GSA with technical support and assistance for transaction-related issues.
- g) PC is not allowed the utilization of credit cards and crypto-currency in account funding and/or withdrawal.
- h) PAGCOR shall not be liable to any cost that may be incurred in processing the player's funding and withdrawal requests.
- i) PC shall submit the following documents signifying good reputation and credentials:
 - i. Latest list of clients
 - ii. Copy of registration certificates issued by the BSP
 - iii. Narrative on previous partnerships

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- iv. Proof of compliance with the BSP's National Retail Payment System (NRPS) or Designated Payment System (DPS), if any

2) *Marketing / Promotional Service*

A Support Service Provider of a Marketing or Promotional Service provides its contracted PAGCOR-accredited GSA with gaming promotion ideas to boost customer engagement to achieve higher retention, increased spending or wagering, and long-term loyalty, (which shall be referred herein as Marketing Service Provider or MSP), as follows:

- a) MSP should develop, design and implement creative gaming promotions such as innovative marketing strategies that provide extra incentive to play, along with traditional promotions (e.g., free play and spin offer, VIP loyalty programs and tournaments) blending with technology, data driven insights, and social media engagement.
- b) MSP may implement promotions that integrate with social media, influencers and digital marketing, that can boost brand awareness, attracting new players from untapped markets. The MSP shall not avail itself of marketing collaborations with influencers with connections or promoting the brand of illegal gambling websites or operators.
- c) MSP may manage or help GSA on paid ads on search engines, social media, and display networks to attract new players.
- d) All marketing and promotional programs/activities shall cater only to prospective and registered players from the domestic or local gaming market. Players/Visitors from outside the Philippines shall be blocked and shall not be allowed to avail of the marketing and promotional programs.
- e) MSP shall ensure that all marketing and promotional programs/activities are designed to be ethical, responsible, and contain the mandatory

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elements for responsible gaming as required in PAGCOR's Code of Practice.

- f) MSP shall ensure that marketing programs deployed through the GSA's online gaming platform is compliant with the guidelines of the Regulatory Framework for Marketing and/or Promoting Online Gaming Platform and Services.
- g) MSP shall submit the following documents signifying good reputation and credentials:
 - i. Latest list of clients
 - ii. Copy of licenses or certifications issued by relevant regulatory bodies or professional associations, e.g. Philippine Association of National Advertisers (PANA), Ad Standards Council of the Philippines, among others.
 - iii. Narrative and/or copy of examples of previous works

3) *Customer Service (CS)*

A Support Service Provider for Customer Service (CS) provides the PAGCOR-accredited GSA of a service striving to make the best use of business relationships with the customers, establishing a method for contact or ensuring an immediate response to client queries, as follows:

- a) CS shall have a team of trained professionals with talent and expertise in ensuring the clients to be satisfied and stay longer.
- b) CS must provide 24/7 customer service to address customers' issues to maintain a high level of performance or success in gaming operations.
- c) CS must grasp the nature of the service and exert best effort to respond to various issues raised by clients, as follows:
 - i. Explaining how a particular game works
 - ii. Customer review of a particular game

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- iii. Ways of placing bets
- iv. Aiding in account creation, verification, recovery, and security issues
- v. Providing information on bonuses and incentives
- vi. Issues with payouts and various payment methods
- vii. Technical difficulties and software issues
- viii. Handling of complaints
- d) CS must have a ticketing system to facilitate tracking and resolution of player complaints and disputes. Each customer inquiry shall log a numbered ticket, which can be tracked, assigned, and resolved systematically.
- e) Each player complaint must be acted upon within seventy-two (72) hours from filing of the same.
- f) CS may provide customers with various channel options such as email, chat support, live chat and detailed Frequently Asked Questions (FAQ) sections on its website.
- g) CS may monitor suspicious activities to prevent cheating, scams, or account breaches.
- h) CS may gather player insights to help improve game features and services.
- i) CS shall submit the following documents signifying credentials and qualifications:
 - i. Latest list of clients
 - ii. Copy of licenses or certifications/awards issued by relevant regulatory bodies or professional associations
 - iii. Proof of affiliation or membership in any professional association or organization related to customer service, e.g., National Customer Service Association
 - iv. Narrative on previous partnerships

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4) *Know-Your-Customer (KYC) / Player Membership System*

A Support Service Provider of KYC or Player Membership System shall provide its contracted PAGCOR-accredited GSA with software and platform for a player account management to assist the GSA in managing its relationships with its customers (which shall be referred herein as KYC Provider), as follows:

- a) KYC Provider shall utilize a system/solution that has the following functionalities on electronic player account management:
 - i. Able to collect the following Player information and store it in a database:
 - Full Name, as it appears in the ID presented
 - Date of Birth, as it appears in the ID presented
 - Contact Information
 - Place of Birth
 - Current Address
 - Permanent Address
 - Nationality
 - Nature of Work
 - Source of Income
 - Latest photo
 - One valid government-issued Identification (ID) Card
 - For online registration, a selfie holding the submitted valid government-issued ID or any similar method/procedure of verification as may be determined to be compliant by the Electronic Gaming Licensing Department (EGLD).
 - ii. Capable of identifying and not allowing persons below twenty-one (21) years of age to register in the system.

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- iii. Capable of determining/verifying the validity of the five (5) initially required player information, as prescribed below, prior to accepting deposit and/or placement of bet.
- iv. Capable of identifying banned Players to prohibit him/her from registration and access to play, in accordance with the guidelines prescribed in the PAGCOR's National Database of Restricted Persons (NDRP) manual.
- iv. The prospective player shall be asked to declare and confirm the following:
 - That he/she is at least 21 years old
 - That he/she is not a government official, or employee connected directly with the operation of the Government or any of its agencies, member of the Armed Forces of the Philippines, including the Army, Navy, Air Force, or the Philippine National Police.
 - That he/she is not a Gaming Employment License (GEL) holder.
- v. Only one account shall be allowed per player per EGS/OGP
- vi. The system shall not in any way determine for the player his/her designated gaming venue. The system shall instead provide the player with a list of the five (5) nearest/closest gaming venues to his/her indicated address from which he/she shall select from.
- vii. A player's account shall be designated / tagged to the gaming venue where he/she is registered or will be registered as a member. All transactions pertaining to said player's account shall be attributed to its designated gaming venue.
- viii. KYC Provider shall ensure secure data storage and data privacy compliance and implement encryption and security protocols.

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- ix. KYC Provider shall provide a seamless onboarding process while maintaining compliance with the existing EGLD-issued Regulatory Frameworks.

- b) Only persons 21 years of age and above and not among the banned personalities as provided under the Memorandum Circular No. 6 series of 2016, of the Office of the President, shall be allowed to register.
- c) The NDRP shall be utilized as a tool from where persons listed therein shall not be registered or when applicable, shall have the accounts of those present thereat suspended or cancelled.
- d) The player has the sole option to be registered in the system.
- e) For player registration, the following guidelines and requirements shall apply:
 - i. The conduct of process, as required for all players, shall be a continuous requirement. In addition to the initially required player information (i.e., full name, date of birth, contact information, valid government-issued ID and a selfie, a full KYC and identification verification process shall be required to be conducted for each of the player prior to his/her first withdrawal or cash-out transaction request or within three (3) calendar days from his/her registration or sign-up, whichever comes first.
 - ii. Failure to complete the KYC process within the prescribed period shall mean suspension of the account until completion of the KYC verification.
 - iii. For purely online registration, the system must strictly implement a verification process to verify the identity of the player and validate the information and ID provided, where the use of AI-Powered identity verification technology solutions or electronic KYC (eKYC) e.g., automatic biometric identification, ID scanning and validation technologies, and liveness detection technologies, may be allowed.

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- iv. Each player must be asked to read and accept the Terms of Use (TOU) of the system during registration. A player's violation of any provision of the TOU shall be ground for the suspension or cancellation of his/her account.
- v. The system must be capable of generating reports on player membership data and transactions, among others, which the concerned PAGCOR department may require from time to time.
- f) KYC Provider shall submit the following documents signifying reputation and credentials:
 - i. Latest list of clients
 - ii. Copy of certification with ISO 27001
 - iii. Narrative on previous partnerships

5) *Independent Game Testing Laboratory (IGTL)*

An Independent Game Testing Laboratory (IGTL), a third-party entity that tests, and certifies gaming software, systems, and platforms to ensure they meet regulatory standards for fairness and functionality, often verifying aspects like random number generators (RNG), game mechanics, system reliability, without being directly affiliated with the game developer, system provider or publisher; essentially acting as an impartial quality control entity for the gaming industry.

- a) IGTL helps ensure that Operators, Licensees and Providers meet legal and jurisdiction-specific gaming regulations.
- b) IGTL must be able to compute the Return to Player (RTP) percentage for each game content and issue a certification indicating that the RTP percentage of the game content is within the PAGCOR-prescribed RTP percentage range.
- c) IGTL must be able to determine the compliance of each RNG game contents/game machine or equipment (e.g., ball drawing machine) and

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issue a certification that the RNG for the game is compliant with the RNG requirements.

- d) IGTL must be able to determine whether the EGS and/or games passed the technical standards, as specified.
- e) IGTL shall submit the following documents signifying reputation and credentials:
 - i. Most recent list of regulatory jurisdictions where the IGTL is recognized
 - ii. Copy of certification with a rating of ISO/IEC 17025 and/or 17065
 - iii. Copy of citations/awards issued by any regulatory jurisdiction or recognized organization, if any.
- f) IGTL shall provide assistance to PAGCOR in its validation of the certifications submitted by the PAGCOR-accredited entities.

2. The Game Aggregator or Game Content Provider must request for approval of its EGS or games by submitting a duly accomplished EG Form 9 – New System, Game and/or Machine Request and Approval Form to the EGLD prior to implementation and launching of the EGS/games.
3. The Game Aggregator or Game Content Provider shall submit a certification or report on integration testing issued by a reputable Independent Game Testing Laboratory signifying the compliance of its electronic gaming system/s with the applicable provisions under the IV. Scope of Services of the Service Providers set forth in the existing *Regulatory Framework for the Accreditation of Gaming System Administrators*.

V. EVALUATION OF SYSTEM/SOFTWARE SOLUTION AND GAMES

The evaluation of system/software solution and games shall ensure that the products and/or services that will be provided by the Gaming Affiliate and Support Service

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Provider to the Gaming System Administrator is free from criminal influence or exploitation.

1. System/Software Solution and Game Contents:

- a. Foreign providers of system/software solution and/or game contents must assign or contract a local corporation that will represent them before they can transact in the Philippines.
- b. The system/software solution along with the game contents shall be credible and reliable with regards to determination of gross gaming revenue (GGR) as well as game integrity, where the following shall be present:
 - i. All data are captured, accounted, and reported by the system.
 - ii. Games are fair, secure, and able to be audited and operated correctly.
 - iii. The return-to-player (RTP) percentage of each game is within the prescribed RTP percentage range.
 - iv. Cybersecurity systems and controls must be implemented to reduce the risk of the EGS being compromised.
- c. The system/software solution must always be capable of processing voluminous loads of game transactions. Any substantial delay (as determined by Compliance Monitoring and Enforcement Department – Electronic Games (CMED-EG) in the report generation, among others, shall be considered non-compliance and may lead to imposition of penalty/fine as prescribed in *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*. Any loss resulting from this non-compliant EGS shall be shouldered by the Gaming System Administrator.

2. Evaluation and Approval of Electronic Games and Traditional Bingo Games

- a. The Gaming System Administrator shall submit, as may be determined by EGLD, the certification/s issued by a reputable and independent gaming

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laboratory stating that each of the following has passed the corresponding technical standards as prescribed in any gaming jurisdiction:

- i. Random Number Generator (RNG) used for the game contents.
 - ii. Gaming terminal or machine, when applicable.
 - iii. Processing and retention of voluminous load of game transactions; and
 - iv. Cybersecurity systems and measures.
- b. Any one of the RNG requirements as prescribed in the following standards, or other equivalent standards, shall be implemented, as applicable:
 - i. Chapter 3 of GLI-11 Standards for Gaming Devices Version 3.0, or
 - ii. Chapter 3 of GLI-19, Standards for Interactive Gaming Systems Version 3.0, or
 - iii. Chapter 3 Section 3.3 of GLI-23: Standards for Video Lottery Terminals Version 1.0., or
 - iv. Chapter 2 Section 2.7 or 2.8 of GLI-15: Standards for Electronic Bingo and Keno Systems Version 1.3 (for Traditional Bingo)
- c. Any one of the gaming machine requirements as prescribed in the following standards, or other equivalent standards, shall be implemented as applicable:
 - i. Chapters 2 and 5 of GLI-11: Standards for Gaming Devices Version 3.0, or
 - ii. Chapter 2 of GLI-23: Standards for Video Lottery Terminals Version 1.0.
- d. All system/software solutions and games shall be approved by EGLD prior to implementation. The Game Aggregator or Game Content Provider shall request approval from EGLD for its system/software solution or games that will be offered to the GSA by using the New System, Game and/or Machine Request and Approval Form (EG Form No. 9). The Game Aggregator or Game Content Provider shall provide/attach the following information/documents to the form:
 - i. For system/software solution:

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- Name, version number or code.
 - System documentation such as system manuals, network diagrams, system process flows.
 - Accounting documents such as sample system-generated reports.
 - Certification from a reputable and independent game testing laboratory indicating that the Random Number Generator (RNG), intended for use in the EGS is compliant with the RNG requirements.
 - Proof of use that the system/software solution has/had been operating in other gaming jurisdictions, or a certification from a game testing laboratory that the system/software solution passed the technical standards prescribed in other gaming jurisdictions. The certification for EGS/OGP may be submitted within three (3) months from commencement of live operations. An application for the certification may be submitted initially.
 - Other concerns that need to be included, such as progressive features, if any, along with the treatment of initial seed amount and/or increment percentages, among others.
- ii. For electronic game software (this shall include virtual bingo games):
- Name, theme (if any), version number or code.
 - Game rules and mechanics.
 - Pay table including bonus features, special prize, progressive jackpot, if any.
 - Proposed game parameters such as bet denominations, minimum and maximum bet, progressive increment percentages, RTP settings (if applicable), capping on payout (if any), etc.
 - If RNG is utilized for specific game or group of games, a certification from game testing laboratory indicating that the RNG for the game is compliant with the RNG requirements as prescribed in Chapter 3 of GLI-19: Standards for Interactive Gaming Systems, Version 3.0.

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- Certification from a reputable and independent game testing laboratory indicating that the RTP percentage of games is within the PAGCOR-prescribed RTP percentage range, or a certificate from Content Provider signifying that it has conducted extensive testing on each game and has found that the RTP percentage of each electronic game is within the PAGCOR-prescribed RTP percentage range. Testing results shall be attached, where necessary testing game parameters are indicated such as number of games played, jackpot increment, etc.
- Statistical data showing the computation of RTP percentage, for live games or a certification on RTP percentage from a game testing laboratory.
- Other concerns that need to be included, such as progressive features, if any, along with the treatment of initial seed amount and/or increment percentages, among others.

iii. For traditional bingo system:

- Name, model, version number or code.
- System documentation such as system manuals, network diagrams, specifications of bingo machines or consoles, along with components and flashboards.
- Proof of use that the bingo system has/had been operating in other gaming jurisdictions, or a certification from a game testing laboratory that the bingo system passed the technical standards prescribed in other gaming jurisdictions. The certification for traditional bingo system may be submitted within three (3) months from commencement of live operations. An application for the certification may be submitted initially.
- Other concerns that need to be included.

iv. For traditional bingo game variant - instant game or bingo related game

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not based on the standard seventy-five (75) ball bingo:

- Name, theme, if any
 - Documentations on description of each game including its game rules and mechanics.
 - Prize payout structure, bonus features, special prizes and progressive jackpot, if any
 - Ticket or card design
 - Master list of outcomes or electronic verifier if any
 - Proposed game parameters which include, among others, price of ticket or card and progressive increment percentage, if any
 - Proof of use that the bingo game variant has/had been operating in other gaming jurisdictions, or a certification from a game testing laboratory that the bingo game variant passed the technical standards prescribed in other gaming jurisdictions.
 - Quantity of ticket per deal (as applicable)
 - Certification issued by the manufacturer/developer attesting the correctness of the pre-determined payout and the existence of security features in the printed instant game tickets (as applicable)
 - Other concerns that need to be included.
- e. The Game Aggregator and Game Content Provider shall provide a test environment where it shall conduct testing on the system/software solution and games. The PAGCOR Inspection Team composed of representatives from EGLD, CMED-EG, and Information Technology Department (ITD) shall observe (and may participate as deemed necessary) in the Game Aggregator or Game Content Provider's conduct of an actual testing of the system/software solution and game/s and walkthrough of its processes up to report generation in order to determine the compliance of the system/software solution and game/s with the prescribed technical capabilities and operational standards and the Game Aggregator and Game Content Provider's capability and readiness to fulfill its intended scope of service. Only upon consolidated

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satisfactory results of the testing and walkthrough shall EGLD issue a *Notice to Commence* business operations with GSA.

- f. The Game Content Provider shall ensure that each game has been tested using its system. EGLD may opt not to require the actual testing if it deems that the results of internal testing conducted by the Game Content Provider sufficiently warrant compliance of the games with the requirements based on previous approvals by EGLD.

VI. IMPLEMENTING RULES AND GUIDELINES

The Gaming Affiliates and Support Service Provider shall comply with the following system-related implementing rules and guidelines:

1. The Gaming Affiliates, on behalf of the Gaming System Administrator, shall likewise ensure that the RTP percentage of each game is within the PAGCOR-prescribed percentage range.
2. The RTP percentage shall be applied retroactively, as follows:
 - a. The RTP percentage of an electronic game of slot machine type shall be from ninety percent (90.00%) to less than ninety-seven percent (97.00%).
 - b. The odds, payouts and house advantage of electronic games based on casino games or specialty games (whether RNG-based or live streamed games) or live-streamed specialty games and/or numeric games shall be similar to those of their equivalent live games.
 - c. The RTP percentage of arcade type games and/or skill games used shall be less than ninety-nine percent (99.00%).
 - d. The RTP percentage of an eBingo game shall be from eighty-eight percent (88.00%) to less than ninety-seven percent (97.00%).
 - e. The RTP percentage of a traditional bingo game shall be set from sixty percent (60.00%) to ninety-seven percent (97.00%).

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- f. The RTP percentage of an RNG-based specialty game or numeric game shall be from sixty percent (60.00%) to ninety-seven percent (97.00%).
3. The Gaming Affiliates, in coordination with the GSA, shall not make any change to the parameter settings of any game unless CMED-EG is notified at least one business day prior to implementation by using the Game Conversion / Change in Parameter Settings Notification Form (EG Form No. 10).
 4. For any change in parameter settings affecting the RTP percentage of the game, it shall be the GSA that shall request approval from EGLD to implement such change/s using the New System, Game and/or Machine Request and Approval Form (EG Form No. 9), and such game shall be treated as a proposed new game.
 5. Implementation of game and/or gaming machine version upgrade
 - a. The Game Content Provider may conduct a version upgrade of the games or bingo-related games by requesting approval from EGLD using the Gaming System, Game and/or Machine Request and Approval Form (EG Form No. 9). The Game Content Provider shall comply with the procedures and guidelines, including submission of documentary requirements. The Game Aggregator shall likewise submit a report/write-up on the overview of the version upgrade including the features and functionalities of the new version.
 - b. Notwithstanding the above, an upgrade is considered a minor update or revision when it shall not in any way affect the approved RTP, RNG and determination of GGR, in which case, the use of EG Form No. 9 shall not be required, and such activity shall be considered as part of preventive maintenance.
 - c. Any deviation from the submitted documentary requirements and certifications may result in the suspension of the upgraded game/s or bingo-related games from the gaming operation. Any loss incurred due to such remiss shall be shouldered jointly by the Game Content Provider and GSA.

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6. Modification of gaming system and games

- a. No person shall modify or permit any modification of any electronic games and bingo-related games unless approved by EGLD.
- b. The Game Content Provider shall obtain approval from EGLD on any change to the electronic games and bingo-related games previously approved by EGLD.

7. Regular preventive maintenance

- a. The Gaming Affiliates and Support Service Provider may conduct preventive maintenance of the system/software solution and game software in coordination with CMED-EG, provided it shall not in any way affect the following:
 - i. Approved game RTP percentage.
 - ii. Randomness of RNG.
 - iii. Determination and reporting of GGR.
- b. Minor updates or revisions in the installed system/software solution and games may be implemented by the Game Aggregator and Game Content Provider as part of the preventive maintenance, with prior coordination with CMED-EG.

8. All accredited B2B providers shall offer their products and/or services only to PAGCOR-accredited GSAs. Failure to do so shall be ground for revocation of the accreditation of the erring B2B provider.

9. For clarity, all B2B providers contracted by the GSAs or Licensees to provide gaming products and/or services must be accredited by PAGCOR.

10. In its best effort, the B2B provider shall not co-locate, be adjacent to or enter into agreement or collaboration with any entity engaged in illegal or dubious activity.

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11. Violation of any of the provisions in this Regulatory Framework shall be subject to the penalties and fines as provided for in the *Regulatory Framework for Offenses and Penalties (Remote Gaming Operations)*.

VII. MISCELLANEOUS PROVISIONS

- Any deviation from any of the submitted certifications and any misrepresentation, breach, and/or circumvention, directly or indirectly, of any of the conditions/requirements set in this Regulatory Framework, any other relevant communication or memorandum issued by PAGCOR, and/or any law, local or national, of the Philippines shall be sufficient ground for the immediate blacklisting of the erring Gaming Affiliate or Support Service Provider and shall be cause for the imposition of suspension, penalties, and revocation, as may be determined by the PAGCOR Board of Directors. Any loss incurred due to such remiss shall be shouldered by the concerned Gaming Affiliate or Support Service Provider.
- The above are general provisions regulating PAGCOR's accredited Gaming Affiliate and Support Service Provider which are still subject to continuous review and to changes, revisions, modifications, or amendments from time to time.
- This Regulatory Framework is in consonance and shall be interpreted together with all Regulatory Frameworks covering the Gaming System Administrators.
- All previous PAGCOR issuances, memoranda, orders, rules, and regulations governing the B2B Providers are hereby repealed and superseded by this Regulatory Framework

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Annex A

LIST OF DOCUMENTARY REQUIREMENTS FOR APPLICATION/RENEWAL FOR ACCREDITATION OF GAMING AFFILIATE AND SUPPORT SERVICE PROVIDER

1. Company profile
2. Detailed location sketch of company office
3. Copy of Registration Certificate from SEC, Articles of Incorporation and By-Laws, duly received by the SEC
4. Copy of the Latest General Information Sheet (GIS) duly received by the SEC
5. Copy of valid Mayor's Permit/Business Permit/Municipal License from the location of the company office
6. Copy of BIR Registration Certificate
7. Duly notarized Secretary's Certificate for the authority of the signatory to represent, to transact, to execute, and to perform any and all acts necessary to submit and sign all documents relative to accreditation with PAGCOR and to claim the Certificate of Accreditation.
8. A notarized written disclosure that the Applicant has the capability to provide the services (outlined in the Scope of Service under this Regulatory Framework) and gaming equipment and paraphernalia, if need be, that are in accordance with PAGCOR's prescribed standards.

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9. Notarized written disclosures of the description of any of the following events that occurred during the past five (5) years up to the latest date that are material to an evaluation of the ability or integrity of any director or shareholder of the Applicant:

- a. Any bankruptcy petition filed by or against any business of which such person was a director or shareholder either at the time of the bankruptcy or within two (2) years prior to that time.
- b. Any conviction by final judgment, including the nature of the offense, in a criminal proceeding, domestic or foreign, or being subject to a pending criminal proceeding, domestic or foreign, excluding traffic violations and other minor offenses.
- c. Being subject to any order, judgment, or decree, not subsequently reversed, suspended, or vacated, of any court of competent jurisdiction, domestic or foreign, permanently, or temporarily enjoining, barring, suspending, or otherwise limiting his involvement in any type of business of gaming activities; and
- d. Being found by a domestic or foreign court of competent jurisdiction (in a civil action), PAGCOR, or a domestic regulatory organization, to have violated gaming law or regulation, and the judgment has not been reversed, suspended, or vacated.

10. Certificate of Enrollment issued by Gaming Licensing and Development Department (GLDD).

11. Duly accomplished and notarized Personal Disclosure Statement (PDS) (EGLD Form No. EGLD-447) with the following attachments:

- a. For Filipino Citizens and Foreign Residents: Copy of ITR (duly filed with the BIR) for the previous year
- b. For Non-Resident Foreigners: Copy of valid passport
- c. The member of the Board of Directors who did not file the ITR in accordance with the provisions of NIRC of 1997 and its amendments Title II Chapter IX,

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Sec. 51.A.2 (Individuals not required to file an ITR) shall file in its records a fully accomplished and notarized Certificate of Non-filing of Annual Income Tax Return (EG Form No. 33) together with other documents to support its claim in its filing of the PDS.

12. Duly accomplished and notarized Authorized Signatory with Specimen Signature and Contact Information Form (EGLD-1310).
13. Notarized written disclosure that prospective Applicant is not an Affiliate of any existing B2B providers of the same category/type, such as when they are subsidiaries or with interlocking or common directors; or a director of the B2B provider of the same category/type should not be related by affinity or consanguinity within 3rd civil degree to any director of an existing B2B provider of the same category/type.
14. If applicable, a notarized/authenticated/consularized proof of exclusive distributorship from the foreign-based Gaming Affiliate, i.e., Game Aggregator and/or Game Content Provider.
15. For the IGTL, proof of affiliation with subsidiary companies if represented to PAGCOR.
16. Conduct of product overview or presentation may be required.
17. Additional documentary requirements, as indicated for the following:
 - a. As Game Aggregator, submission of the following documents signifying good reputation and credentials:
 - i. Latest list of partner game content providers
 - ii. Existing game library
 - iii. Copy of valid license/s from recognized regulatory bodies
 - iv. Endorsement letter from a GSA contracted by the GA
 - i. Narrative on previous partnership/s

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- b. As Game Content Provider, submission of the following documents signifying good reputation and credentials, and game variety and quality:
 - i. Most recent list of regulatory jurisdictions where the games are licensed to operate/be implemented
 - ii. List of existing games or suites of games along with the brochures, if any
 - iii. Endorsement letter from a GSA or game aggregator contracted by GCP

- c. As Payment Gateway Solution/Payment Channel provider, submission of the following documents signifying good reputation and credentials:
 - i. Latest list of clients
 - ii. Copy of registration certificates issued by the BSP
 - iii. Narrative on previous partnerships
 - i. Proof of compliance with the BSP's National Retail Payment System (NRPS) or Designated Payment System (DPS), if any

- d. As Marketing/Promotional Service provider, submission of the following documents signifying good reputation and credentials:
 - i. Latest list of clients
 - ii. Copy of licenses or certifications issued by relevant regulatory bodies or professional associations, e.g. Philippine Association of National Advertisers (PANA), Ad Standards Council of the Philippines, among others.
 - iii. Narrative and/or copy of examples of previous works

18. For the Support Service Provider, the Probity checking documentary requirements (please refer to the Probity Checking Framework).

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Annex B

APPLICATION PROCEDURES FOR PERMIT TO HOLD GAMING EQUIPMENT AND GAMING PARAPHERNALIA

1. Description of Permit to Hold

The Permit to Hold (PTH) allows the holder to import, store, transfer/move, ship-out and/or utilize gaming equipment and/or gaming paraphernalia for the purpose of video streaming of live games, conduct of Research and Development necessary for gaming operation and the development of RNG-based games. The PTH is site specific and issued on a per venue basis.

2. PTH Application Procedures:

- a. Applicant obtains the PTH application form by downloading the "Application for Permit to Hold Gaming Equipment and Gaming Paraphernalia" at PAGCOR regulatory website at the link: www.pagcor.ph/regulatory/cegs.php.
- b. Applicant provides information, fully accomplishes the PTH application form, and attaches the following documentary requirements, among others:
 - i. Photocopy of the Mayor's Permit / Business Permit for the location of proposed live studio gaming set-up.
 - ii. Detailed location sketch of the proposed live gaming studio set-up.
 - iii. Copy of the Contract of Lease for the site of the live gaming studio set-up, if applicable.
- c. All PTH applications are submitted to the EGLD for evaluation.
- d. Application will be returned if information and/or documentary requirements are incomplete.

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- e. Applicants shall be assessed a PTH Application Fee of One Million Pesos (PhP1,000,000.00) per site to cover the regular inspection and monitoring of the gaming studio/establishment that houses the gaming equipment and/or gaming paraphernalia. If documentary requirements are complete, the EGLD advises the Applicant to pay the said PTH Application Fee.
- f. Any unexplained loss, unauthorized transfer, or sale of the gaming equipment and/or gaming paraphernalia housed in the gaming studio/establishment shall be fined an amount of PhP1 Million or as may be determined by the PAGCOR Board of Directors.
- g. The Applicant ensures that the designs of table layouts should show its or its contracted/supplier/manufacture's logo, name and/or brand name.
- h. The EGLD recommends to the PAGCOR's Board of Directors the approval of the PTH of the Applicant upon compliance with the following:
 - i. Submission of complete documentary requirements; and
 - ii. Payment of applicable fees.
- i. The EGLD informs the Applicant of the approval or denial of the application.
- j. If approved, the EGLD issues to the Applicant the PTH Gaming Equipment and Gaming Paraphernalia certificate duly signed by the Chairman and Chief Executive Officer.
- k. The holder of the PTH shall renew its PTH yearly and must submit the latest or updated documentary requirements, as previously submitted to EGLD, at least two (2) months prior to expiration, for a similar fee of PhP1 Million.

The validity of the PTH may be extended subject to the following:

1. Submission of the application for renewal not later than thirty (30)

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calendar days prior to expiration and the payment of the corresponding fee amounting to PhP1Million for the PTH;

2. Satisfactory evaluation of the EGLD of the justification/reasons for extension; and
 3. Payment of the Extension Fee amounting to One Thousand Pesos (PhP1,000.00) per day of extension.
- I. PTH certificate issued under this document cannot be transferred by way of sale, inheritance succession, gift or otherwise to any corporation without prior consent of the PAGCOR's Board of Directors and under any additional conditions for the transfer and only if the transferee meets the requirements of this document.
- m. The standard Permit to Hold (PTH) Application Fee of One Million Pesos (PhP1,000,000.00), renewable every year, shall be assessed for the initial and any additional live gaming studio set-up/testing facility to be utilized for live streaming of games or conduct of testing/study for game development, if any.

For the application for issuance of a PTH for additional live gaming studio set-up/testing facility, the Game Content Provider shall comply with the following criteria/conditions:

1. Submission of the latest Income Report indicating a substantial increase in the Gross Gaming Revenue (GGR) generated from the live-streamed games, certified as correct by PAGCOR's Third-Party Audit Platform, which must support the need to add another live gaming studio set-up/testing facility.
2. Submission of the justification, to include the location, the sufficient area for expansion of the live gaming studio set-up/testing facility.

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3. The live gaming studio set-up shall have at least four (4) gaming tables for Electronic Casino Games, at least two (2) gaming tables for other Game Offerings with minimum floor area of one hundred square meters (100 sqm.).
- n. A one-time PTH Application Fee in the amount of Two Hundred Fifty Thousand Pesos (PhP250,000.00) shall be assessed for the transfer of the existing live gaming studio set-up/testing facility to another floor, non-adjacent space/room in the same floor, or another building.
 - o. An expansion to an adjacent space of the existing live gaming studio set-up/testing facility (an isle or pathway separating the spaces shall be considered adjacent spaces) shall be assessed as a PTH Reprinting/Re-issuance Fee in the amount of Twenty Thousand Pesos (PhP20,000.00), if necessary. No PTH Application Fee shall be assessed.
 - p. The continuing/remaining validity period of the original PTH shall be applied to the new PTH for both transfer and expansion of the live gaming studio set-up/testing facility.
 - q. PAGCOR shall impose a Reprinting/Re-issuance Fee of Twenty Thousand Pesos (PhP20,000.00) for request for reprinting/reissuance of PTH certificate, if the request for correction or change in the details, are through no fault of PAGCOR.
 - r. The PTH shall not be required if the initial establishment or transfer of live gaming studio set-up/testing facility shall be located in a PAGCOR-licensed gaming venue/establishment owned by the requesting GCP/licensee or in an agreement with PAGCOR-licensee that will provide its gaming equipment and paraphernalia to be utilized thereat, and/or provide its own manpower.

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Annex C

LIST OF FORMS

EG Form No.	Name of Form	Reference No.
51	Accreditation of Support Service Provider – Application Form	III
52	Accreditation of Gaming Affiliate – Application Form	III
9	New System, Game and/or Machine Request and Approval Form	V
47	Table Lay-outs, Playing Cards and Other Gaming Paraphernalia Request and Approval Form	Annex B