



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

REGULATORY FRAMEWORK FOR GAMING VENUE OPERATIONS

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EXECUTIVE SUMMARY

This framework shall govern the compliance of the Applicant-Operator with the regulations enforced by PAGCOR as regards the operation of a gaming venue.

This Regulatory Framework shall form part of the Gaming License issued by PAGCOR to a qualified Operator for the establishment and operation of a gaming venue for each game offering duly regulated and sanctioned by PAGCOR, i.e., Traditional Bingo Games, Electronic Bingo Games, Electronic Casino Games, Sports Betting, Specialty Games, Numeric Games, Online Poker Games or any suite of games that may be allowed by PAGCOR in the future.

The provisions of this Regulatory Framework shall apply prospectively and shall repeal previous issuances, memoranda, orders, rules and regulations governing gaming venue operations.

By virtue of the foregoing, the provisions stated herein are laid down as the Regulatory Framework for the Gaming Venue Operations for the day-to-day operations of gaming venues.

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I. DEFINITION OF TERMS

1. ***Betting Terminal*** refers to a type of electronic gaming terminal through which the conduct of virtual games and the taking of wagers or placement of bets transpire, usually used for games where a wager or bet is issued a corresponding ticket or bet receipt.
2. ***Brand*** refers to the gaming service and/or suite of games offered by an accredited Gaming System Administrator (GSA) duly recognized and approved by PAGCOR for the corresponding game offering under which the former is accredited for.
3. ***Cage*** means an area within any gaming venue premises at which cash are deposited, and financial transactions and the paperwork necessary to support the playing of games in the gaming venue are carried out. It is also called a cashier's booth.
4. ***CMED-EG*** refers to PAGCOR's Compliance Monitoring and Enforcement Department – Electronic Games (CMED-EG) in-charge of monitoring the compliance of gaming venues with the guidelines and PAGCOR's requirements prescribed in this framework.
5. ***Coupon*** means a form distributed that is redeemable for items of value used to wager on an approved game.
6. ***Dispute*** refers to a dispute between an Operator or a Gaming Service Administrator (GSA) and a player of the gaming venue as to alleged winnings, alleged losses, or the manner in which a game is conducted.
7. ***EGLD*** refers to PAGCOR's Electronic Gaming Licensing Department.
8. ***Electronic Bingo Games or eBingo Games*** refer to virtual games of chance played using an electronic gaming system with bingo or bingo-styled cards and

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numbers. When a player completes any predetermined pattern or combination, the player wins the corresponding prize displayed in the pay table or the jackpot prize.

9. **Electronic Casino Games or eCasino Games** refer to virtual games of chance and mixed game of chance and skills, that is commonly offered in the casinos.

10. **Electronic Games** refer to all games implemented or offered in Electronic Gaming Operation which are categorized or subdivided into game offerings. This includes traditional bingo games.

11. **Electronic Gaming** refers to conduct of electronic games at PAGCOR-licensed gaming venues outside the gaming area of a land-based casino. This includes offering of online gaming/wagering via online gaming platform for registered players of a specific gaming venue.

12. **Electronic Gaming Operation** refers to conduct of local gaming operation using an Electronic Gaming System (EGS) or any gaming system or equipment where the suite of games, whether in physical or virtual conduct of play, are offered in "brick-and-mortar" gaming venues, operated separately from land-based casinos. This likewise refers to conduct of virtual games and the taking of wagers through any computer terminals, gaming machines or communication device connected to the Internet or the use of Internet-based technology and other communication devices that are necessary for gaming operations.

13. **Electronic Gaming System (EGS)** refers to the technology or combination of various related software, servers and database/s, communications technology, and other proprietary hardware and software specifically designed or modified for and intended for use in the conduct of gaming. An EGS may either be for the operations of any game offering. An EGS may include its Online Gaming Platform (OGP). Game contents of an EGS may utilize a Random Number Generator (RNG) for randomly generated cards, numbers, or colors, or make use of a real

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time video streaming of live dealer casino games and displayed on an electronic screen.

14. Fees are amounts payable to PAGCOR pursuant to the Gaming License and the latest *Regulatory Framework for Fees and Rates on Gaming Venue Operations*.

The Applicant or the Operator shall submit a duly accomplished Payment Processing Request Form (EG Form No. 2) and a PAGCOR-issued Official Receipt when transmitting payments for the applicable fees.

15. Game Offering refers to the conduct of any gaming operations regulated and sanctioned by PAGCOR, i.e., Traditional Bingo Games, Electronic Bingo Games, Electronic Casino Games, Sports Betting, Specialty Games, Online Poker Games, Numeric Games or any suite of games that may be allowed/approved by PAGCOR in the future.

Gaming Licenses for the game offerings shall be issued independently and separately. In other words, a separate license shall be issued to the gaming venue Operator for each game offering.

16. Gaming Area means any area within the gaming venue premises other than an ancillary area.

17. Gaming License or GL or License means the instrument issued by PAGCOR to the qualified Operator for the establishment and operation of a gaming venue hosting various game offerings and access to accredited online gaming platform (OGP) for online gaming.

18. Gaming Lounge refers to a gaming venue established to be a place of leisure and entertainment where televised games or sporting events are shown regularly. This gaming venue shall include Sports Bars.

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19. *Gaming Paraphernalia* means apparatus, furnishings or accessories used in or necessary in the conduct of gaming operations.

20. *Gaming System Administrator (GSA) (formerly Gaming System Service Provider)* is the 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.

21. *Gaming Venue* means a duly authorized establishment or facility that offers to the public the appropriate access to the PAGCOR-approved game offerings.

22. *Gaming Venue Premises* means the gaming venue to be operated by the Operator under the License where all gaming activities shall take place. Gaming Venue premises shall be made up of gaming areas and ancillary areas.

23. *GLDD* refers to PAGCOR's Gaming Licensing and Development Department in-charge of the enrollment of Suppliers and monitoring of compliance of PAGCOR-regulated casinos with the Responsible Gaming Code of Practice (RGCP).

24. *Gross Gaming Revenue (GGR)* is equal to total Gross Bets placed less Payouts to players, where payout shall be the total amount paid to players.

25. *Gross Collection* in electronic bingo operation means the total cash collected from the electronic bingo machines or the amount reflected in the system-generated report, whichever is higher.

26. *Increment* means the part or percentage of bets placed in a progressive game that accumulates to the progressive jackpot.

27. *Jackpot Prize* means the top prize won in a game. It may be a fixed amount or a progressive jackpot. It is won when a designated pattern or combination is achieved. It may also be won as a random jackpot prize.

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28. *Month* means thirty (30) days, unless certain number of days or specified period is indicated therein.

29. *Numeric Games* refer to numbers games that primarily involve the selection of numbers from a pre-determined set of numerical figures using any drawing device or tool, where the selected number/s must match some or all of the numbers drawn at random, in order to win. Numeric games shall not in any way utilize the same drawing device, tool and/or equipment being implemented currently by the Philippine Charity Sweepstakes Office (PCSO) in its lottery draws.

30. *Online Gaming Platform (OGP)* refers to the online channel developed to allow the registered players to remotely access to play or wager, through the internet, on the electronic games (e.g., Traditional Bingo Games, Electronic Bingo Games, Electronic Casino Games, Sports Betting, Specialty Games, Numeric Games, Online Poker Games or any suite of games that may be allowed/approved by PAGCOR in the future) deployed in the electronic gaming network and gaming terminals at the land-based gaming venues. The OGP may utilize a website or a mobile or desktop application.

31. *Online Poker Games* refer to the games of poker or playing poker in a virtual venue where players may play player-to-player poker games. It may utilize a random number generator (RNG) to cause the distribution of pocket cards or playing cards to players after which they interact in real time by proceeding with necessary actions in the game.

32. *Operating Time* means the time frame within which an Operator is authorized to conduct electronic gaming. It refers to the period between the opening and closing of the gaming venue.

33. *Operator* is the entity duly licensed by PAGCOR to conduct gaming operations at its authorized gaming venue using the gaming technology as provided by a particular Gaming System Administrator or Supplier.

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By default, an Operator may offer and operate multiple game offerings along with multiple brands simultaneously in its gaming venue and any exclusivity contract between an Operator and a Gaming System Administrator shall not be recognized and shall not bind PAGCOR whatsoever.

34. PAGCOR means the Philippine Amusement and Gaming Corporation or its successor entity, whereby “successor entity” means any successor or assignee to or replacement of PAGCOR in its capacity as a Person entitled to regulate and license all gaming establishments in the territorial jurisdiction of the Republic of the Philippines.

35. PAGCOR Monitoring Team (PMT) refers to a group comprised of PAGCOR representatives from CMED-EG assigned at the different licensed gaming venues and whose main task is to check the Operator’s compliance with PAGCOR’s rules and regulations. The PMT may also be tasked to enforce said PAGCOR’s rules and regulations when the need arises.

36. Payout means the total of all sums paid out as winnings to players.

37. Player means any person who:

- (a) is registered in the membership system of the Operator;
- (b) is assigned a player or terminal account with an Operator; and
- (c) is involved in a cash transaction with an Operator within its gaming venue premises or online gaming platform, whether or not that person participates in gaming at the gaming venue or online gaming platform.

38. Prize means cash offered or striven for in games.

39. Progressive Jackpot Prize means the jackpot prize that increases by an amount each time the game is played without a winner. It is comprised of the seed amount (initial jackpot prize amount) and the accumulated increment. An increment is in the form of a specific amount or value equivalent to a certain percentage of bet or specific type of bet placed for the game or any of the linked games for a specified

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period of time of interval or a specified condition/s is/are met or until the progressive game is won.

40. SEC refers to the Securities and Exchange Commission.

41. Specialty Games refers to a virtual game of chance and/or skill that can be a traditional Filipino game, or its variation recognized as a gaming product of Filipino ingenuity and/or intertwined in Filipino culture.

42. Sports Betting refers to the gaming activity of predicting sports results and placing a bet/wager on the outcome of sports events, e.g., matches of basketball, boxing, football, soccer, billiards, or races of international horseracing, Formula One, marathon, greyhound, or tournaments of chess, tennis and darts.

43. Supplier refers to the entity enrolled with PAGCOR's GLDD from which the Operator can procure the necessary gaming equipment and paraphernalia for its gaming venue.

44. Surveillance means the capability to observe and record activities being conducted in a gaming venue whereas the *Surveillance System* refers to a system of video cameras, monitors, recorders, switches, selectors, and other ancillary equipment used for gaming venue surveillance.

45. Ticket means the ticket or bet receipt issued/printed by the electronic gaming machine for encashment of residual credits collected or for insertion into electronic gaming machine to play.

46. Traditional Bingo Game refers to a game played involving physical (paper) and/or virtual (electronic) cards or tickets which are typically purchased before the bingo session or game starts. The prizes are awarded based on designated numbers on a bingo card or ticket which conform to the numbers drawn at random using a bingo equipment or ball draw device to form a winning game pattern. The game is won when a predetermined game pattern is covered on a bingo card or ticket.

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47. Video Recording means any disc, magnetic tape or solid-state recording device containing information by the use of which one or more series of visual images may be produced electronically and shown as a moving picture.

II. PLAYER REGISTRATION AND MEMBERSHIP

Section 1. General guidelines

- (a) The Operator shall not allow entry, stay and/or play from the following at any gaming venue:
 - 1. Government officials connected directly with the operation of the Government or any of its agencies.
 - 2. Members of the Armed Forces of the Philippines, including the Army, Navy, Air Force or Philippine National Police.
 - 3. Persons under 21 years of age or students of any school, college or university in the Philippines.
 - 4. Banned individuals or persons included in the National Database of Restricted Persons (NDRP).
 - 5. Unregistered players.
- (b) Gaming Employment License (GEL) holders and unregistered players are prohibited from playing at any gaming venue/establishment.

Section 2. Player registration minimum requirements

The Operator shall provide player registration application procedures to be followed by prospective Players which shall include the following minimum requirements:

- (a) Prospective Player must show one valid government-issued Identification (ID) card, containing a photograph, full name and date of birth.

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- (b) Prospective Player must be at least twenty-one (21) years of age at the time of application.
- (c) Prospective Player shall be asked to provide the following personal information that shall be logged by the Player or by the Cashier/authorized staff, whichever is applicable, into the Player membership system:
 - 1. Full name, as it appears in the ID presented.
 - 2. Date of birth, as it appears in the ID presented.
 - 3. Place of birth.
 - 4. Nationality.
 - 5. Current address.
 - 6. Permanent address.
 - 7. Contact information.
 - 8. Type of ID and number.
 - 9. Nature of work.
 - 10. Source of Income.
 - 11. Latest photo.

Section 3. Player registration system

The Operator along with the Gaming System Administrator shall utilize a Player registration system/solution which has the following functionalities on Player management:

- (a) The Player information and picture are stored in a database.
- (b) System can identify banned Players to prohibit him/her from registration and access to play, in accordance with the guidelines prescribed in the National Database of Restricted Persons (NDRP) manual. However, the Operators may still access the NDRP to ensure the prohibition of the

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excluded persons to enter and play in all gaming establishments regulated by PAGCOR.

- (c) The Operator shall post at the entrance of its gaming venue an appropriate signage of the mandatory membership requirement for gaming venues. An example is "This Gaming Establishment is for Registered Members Only. To register, please inquire inside at the Cashier's Booth".
- (d) Player registration system must be in place before the gaming venue is allowed to commence operations.

Section 4. Player membership reports

Player membership report may be required by CMED-EG anytime.

III. GAMING VENUE OPERATIONAL RULES AND GUIDELINES

Section 1. The Gaming Venue Operational Rules and Guidelines (GVORG)

- (a) The Operator, in coordination with the Gaming System Administrator (as the case may be) shall formulate and finalize its own Gaming Venue Operational Rules and Guidelines (GVORG) that will govern the day-to-day gaming operations of the Operator in accordance with the regulations of this regulatory framework.
- (b) The GVORG shall contain, among others, the following:
 1. Gaming venue organizational structure which includes the organizational chart, duties and responsibilities of each position, sections and departments.
 2. Operational guidelines and procedures containing the detailed and narrative description of policies, rules and guidelines, as applicable,

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on the following, among others:

- (i) Gaming equipment inventories.
 - (ii) Opening and closing of the gaming venue.
 - (iii) Shift changes at gaming areas.
 - (iv) Types of game offerings.
 - (v) Game rules and mechanics.
 - (vi) Information on linked progressive jackpots.
 - (vii) Transporting of bill stackers to and from electronic gaming machines, as necessary.
 - (viii) Hand-paid jackpots, as necessary.
 - (ix) Acceptance, accounting for, and redemption of player's coupon redemption and other complimentary distribution programs.
 - (x) Cash transactions reporting.
 - (xi) Financial and gaming data back-up and record retention.
3. Customer support containing the policies, rules and guidelines on the following:
- (i) Customer support facilities.
 - (ii) Dispute resolution guidelines on customer complaints.
4. Minimum internal control standards with respect to, but not limited to, the following:
- (i) Cashier's booth
 - Customer deposits and withdrawals
 - Promotional payouts
 - Accounting/Audit standards
 - (ii) Electronic gaming terminals/equipment
 - Equipment standards

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- Jackpot payouts and handpays (as necessary)
- Accounting/Audit standards
- Record retention

(c) The GVORG shall be made available to EGLD or CMED-EG at any time upon request.

(d) The following shall be mandatory provisions in the GVORG:

1. Dress Code: Everyone within the gaming venue is required to dress modestly and appropriately. Gaming venue personnel are not allowed to wear indecent or short and revealing outfits, among others.
2. All employees, staff, security and agents of the Operator should always wear their uniforms and identification cards on their upper left chests during working hours or if they are within the premises of the gaming venue. GEL number must be prominently displayed on the employee's company ID.
3. An Operator may operate its gaming venue for twenty-four (24) hours a day.
4. The provisions on individuals prohibited from entering and playing in any gaming venue shall be strictly enforced.

Section 2. Gaming venue operations to be consistent with GVORG

- (a) The Operator shall operate the gaming venue including all other support facilities in a manner consistent with its Gaming License and the GVORG.
- (b) PAGCOR may conduct a walkthrough review of the Operator's internal controls based on the submitted GVORG. Any findings resulting from

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such review shall be communicated to the Operator for appropriate disposition.

IV. CONDUCT OF GAMING

Section 1. Operating hours

- (a) For gaming venue operations on specified holidays, the Operator shall shoulder and pay the remuneration of the PAGCOR Monitoring Team, if present, who will be on duty from 12 noon of Good Friday to 12 noon of Black Saturday and/or from 12 midnight to 11:59 p.m. of December 24, December 25, December 31 and January 1, which shall be billed by CMED-EG based on PAGCOR's existing guidelines.
- (b) The Operator shall inform CMED-EG of the operating hours of the gaming venue. The Operator may change the operating hours of its gaming venue, provided it shall notify CMED-EG of the change in operating hours at least one day prior to its implementation date using the **Change in Gaming Venue Operating Hours Notification Form (EG Form No. 24)**.
- (c) The Operator may elect to make adjustment/s to or suspend its gaming venue operation on holidays such as Maundy Thursday, Good Friday, Black Saturday, All Saints' Day, All Souls' Day, Christmas Day, etc., subject to the following:
 1. For adjustment/s in operating hours, the Operator shall notify CMED-EG at least one business day prior to implementation by using the **Change in Gaming Venue Operating Hours Notification Form (EG Form No. 24)**.
 2. For temporary suspension of operation on such holidays, the Operator shall notify CMED-EG using the **Temporary Suspension**

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of Operations Form (EG Form No. 6) as prescribed in Article XIV
(Temporary Suspension And Closure Of Gaming Venue).

Section 2. Conduct of games

(a) Payment of winnings in full

1. The Operator shall pay every player who wins a wager on any game played on an electronic gaming terminal or machine within its gaming venue premises his/her winnings in full without deduction of any commission or fee, unless otherwise provided in the rules of the game.
2. Operator's non-payment of winnings or unauthorized deductions from winnings or redeemed balances of the player shall be imposed a penalty as prescribed in the *Regulatory Framework for Offenses and Penalties*.

(b) Refund of wagers and recovery of winnings when game is declared void in electronic gaming machines.

1. An Operator shall declare a game void if there is any malfunction or fault in, or interruption in the operation of, any part of any electronic gaming machine or electronic gaming equipment that affects the outcome of that game.
2. Without prejudice to Item (1), an Operator may declare a game void if:
 - (i) there is a force majeure event that disrupts that game;
 - (ii) the Operator knows or reasonably suspects that a player is committing or has committed an offence in such a manner as may affect the outcome of that game; or

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- (iii) the approved game rules of the game provide for other circumstances under which the game may be declared void, and the declaration is done under those circumstances.
- 3. If a game being played on an electronic gaming terminal is declared void under Items (1) or (2), the Operator shall:
 - (i) clearly notify every player playing that game that the game has been declared void; and,
 - (ii) refund all wagers made on that game.
- 4. Where a game is declared void under Items (1) or (2) (except on the ground of a force majeure event under Item (2)(i), the Operator may, in addition, recover the winnings of any or all players from that game, if:
 - (i) there is clear information provided to the players of the game or displayed prominently in the gaming venue concerning the circumstances under which, and the means by which, winnings will be recovered when the game is declared void; and
 - (ii) the recovery of winnings is done in accordance with the information in sub-item (i).
- 5. In Item (2)(i), "force majeure event" includes —
 - (i) fire or flood;
 - (ii) an act of God;
 - (iii) an act of war;
 - (iv) strikes, lock-outs or stoppages or restraints of labour;
 - (v) riots or civil commotions; or
 - (vi) any other event beyond the control of the Operator that makes the continuation of the game impossible.

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To constitute force majeure, all of the following elements must occur:

- (i) the cause of the unforeseen and unexpected occurrence must be independent of the will of the Operator;
- (ii) it must be impossible to foresee the event that constitutes caso fortuito or, if it can be foreseen, it must be impossible to avoid;
- (iii) the occurrence must be such as to render impossible for the game to be carried out in a normal manner; and
- (iv) the Operator must be free from any participation in the aggravation of the injury or loss.

(c) Players to be notified of closure of electronic gaming terminal/machine

1. Subject to Item (3), an Operator shall ensure that reasonable notice is given to players before the closure of any electronic machine/terminal.
2. Without limiting the generality of Item (1), a reasonable notice of impending closure of a gaming machine may be displayed on the screen of the electronic machine for a reasonable period of time before the closure of the electronic machine.
3. An Operator may close an electronic machine without notice where it has reasonable cause to believe that such closure is necessary:
 - (i) in the interest of public or private safety;
 - (ii) to ensure that gaming is conducted honestly; or
 - (iii) to maintain, repair or otherwise deal immediately with any electronic gaming equipment or electronic machine to ensure game security and integrity.

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4. In this regulation, "closure", in relation to an electronic gaming terminal/machine, does not include a momentary stoppage of play from which the play can be resumed at the stage it was stopped.

- (d) The Operator shall ensure that reasonable notice is given to players on the termination of an electronic game including its progressive system feature and the corresponding treatment of the accumulated increment for the progressive jackpot meter.
- (e) Gaming by intoxicated persons prohibited.

An Operator shall not permit a person who is in a state of intoxication to participate in any gaming activity within its gaming venue premises. A "state of intoxication" means a state wherein a person's speech, balance, coordination or behavior is noticeably affected and there are reasonable grounds for believing this state to be induced by alcohol, narcotics or any intoxicating substance.

- (f) Duties of licensed gaming employees in relation to conduct of gaming on gaming venue premises

A licensed gaming employee shall not:

1. advise a player on how to play a game, except to explain the rules of the game or to ensure the player's compliance with the relevant approved game rules;
2. by himself or in conjunction with any other person, corruptly solicit or receive, or agree to receive, any tip, gratuity, consideration or other benefit for himself or for any other person as an inducement to or a reward for improperly influencing the outcome of a game; and,

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3. permit a player to participate in any gaming activity if the player is in a state of intoxication.

Section 3. General House Rules for gaming venues

The following general house rules which shall be displayed in a conspicuous place inside the gaming venue for the playing public's full view shall apply to the actual conduct and operation of electronic games:

General House Rules

- (a) Only registered players are allowed to play. All persons allowed entry are obliged to observe all the rules and regulations prescribed by the management.
- (b) The following are not allowed to enter, stay and/or play at the gaming venue:
 1. Government officials connected directly with the operation of the Government or any of its agencies;
 2. Members of the Armed Forces of the Philippines (AFP), including the Army, Navy, Air Force or Philippine National Police (PNP);
 3. Persons under 21 years of age or students of any school, college or university in the Philippines; and
 4. Banned individuals or persons included in PAGCOR's National Database of Restricted Persons (NDRP).
- (c) Gaming Employment License (GEL) holders are prohibited from playing.
- (d) Financier/loan sharks and the like are prohibited from roaming in the gaming venue premises and offering loans to players.

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- (e) Management reserves the right to deny entry to any person. Management shall only allow entry to legitimate players who will play or are actually playing in the gaming venue. There shall be no other transactions other than for legitimate gaming purposes.
- (f) Players shall be held liable for any breakage or damage done, whether intentionally or unintentionally, on the machines/terminals and/or equipment.
- (g) Bystanders are prohibited outside the gaming venue area and within the gaming venue areas.
- (h) Firearms or deadly weapons are strictly prohibited inside the gaming venue.
- (i) No Cash, No Play.
- (j) Before placing a bet or start of each game, the Player shall be responsible for reading and understanding the following:
 - 1. House Rules – posted within the premises; and
 - 2. Game Rules and Mechanics.
- (k) The Player shall be fully aware that there is risk of losing credit or money by placing a bet and/or participating in electronic gaming.
- (l) PAGCOR may suspend or cancel certain online games/game programs without prior notice.
- (m) Management is not responsible for loss of any betting credits left in the electronic gaming terminals/machine.
- (n) For eBingo machines, encashment of all winnings/prizes shall be honored until closing time of the current trading day in which the initial cash-in was made.

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- (o) Any system or machine malfunction voids all plays and pays.
- (p) In the event of technical malfunction and the electronic gaming machine does not dispense ticket, said credit shall be cashed-in and paid only upon management's verification of the correct credit amount.
- (q) Games are subject to change without prior notice.
- (r) In case of dispute or discrepancy, the management shall have the final decision upon proper consultation with the PAGCOR Representative, if any, assigned in the gaming venue in a manner deemed fairest to all concerned and that the decision shall be binding to all Players.
- (s) In order to play an electronic game, a minimum buy-in or initial deposit of Five Hundred Pesos (Php500.00) shall be required upon registration.

V. OPERATOR'S COMPLIANCE WITH OTHER REQUIREMENTS

Section 1. Annual submission of documents by Operators

- (a) The Operator shall submit to EGLD the following documents **on or before May 31st of each year**:
 1. Business Permit for the current year;
 2. Updated General Information Sheet (GIS) duly filed with the SEC; if a stockholder is also a corporation, a copy of the latest GIS of said corporation should likewise be submitted;
 3. Company Income Tax Return (ITR) duly filed with the BIR;
 4. Notarized sworn undertakings/sworn certifications/written disclosures as prescribed in Applicant's documentary requirements as prescribed in the *Regulatory Framework for the Issuance of*

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Gaming License for the Establishment of Gaming Venues;

5. Personal Disclosure Statement (PDS) which shall be accomplished and filed online;

The Operator shall accomplish its PDS online. The Operator shall retain copy of the ITR filed with the Bureau of Internal Revenue (BIR), Certificate of Non-filing of Annual ITR (if applicable) or valid passport for safe keeping, which may be requested by EGLD at any time.

- (b) Late submission and non-submission of documents.

Failure to submit the above documents, or other documents as may be prescribed by PAGCOR in the future, after the lapse of sixty (60)-day grace period from deadline shall result to imposition of penalty, as prescribed in the *Regulatory Framework for Offenses and Penalties*.

- (c) The Operator or member of the Board of Directors who did not file the ITR in accordance with the provisions of the National Internal Revenue Code of 1997 and its amendments, Title II (Taxes on Income), Chapter IX, Sec. 51, A.2. (referring to 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 electronic filing of the PDS.

Section 2. Change in composition of Board Members

- (a) Any change in ownership of the corporation shall be reported to the EGLD upon occurrence of said change, provided, however, that for new Operators, the sale or transfer of any share or shares in the corporation shall not be allowed within a period of two (2) years from the issuance date of the Gaming License, unless with prior written approval from the

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EGLD for justifiable cause. Furthermore, any substantial change in the ownership of the corporation which involves at least twenty percent (20%) of shares shall be subject to the approval of the BOD.

- (b) Operators are required to notify EGLD within fifteen (15) days from the occurrence of said change. Otherwise, a corresponding penalty shall be imposed.
- (c) In case of a new Board Member, a notarized PDS shall likewise be submitted together with the notice for the said change.

Section 3. Anti-Money Laundering Council (AMLC)

All gaming venue Operators 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 venue Operator the corresponding penalty/ies as prescribed in the *Regulatory Framework for the Offenses and Penalties*.

Section 4. Data Privacy Act

All gaming venue Operators shall comply with the Data Privacy Act (Republic Act 10173)¹ and its Implementing Rules and Regulations as clarified, implemented, and supervised by the Data Privacy Section – Information Security Division of PAGCOR's Information Technology Department.

¹ Republic Act No. 10173, *Data Privacy Act of 2012*, approved on 15 August 2012.

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VI. PROCUREMENT OF GAMING EQUIPMENT AND PARAPHERNALIA

Section 1. General guidelines

- (a) Procurement of gaming equipment and/or paraphernalia to be installed/ utilized at the gaming venue can only be made by an Operator, or its Supplier who has a Permit to Hold (PTH) Gaming Equipment and Gaming Paraphernalia.
- (b) The Operator shall procure gaming equipment and/or paraphernalia only from its accredited Supplier. The Supplier must be PAGCOR-registered and accredited by the Operator under the accreditation standards and guidelines prescribed in this regulatory framework.
- (c) The following gaming equipment and paraphernalia shall require EGLD's approval:
 - 1. Electronic gaming system and its components;
 - 2. Electronic gaming terminal or machine and its components;
 - 3. Device containing game software;
 - 4. Traditional bingo system;
 - 5. Electronic bingo card dauber;
 - 6. Progressive game jackpot system;
 - 7. Bingo-related game tickets/cards; and
 - 8. Other electronic gaming equipment and paraphernalia as may be required by PAGCOR.
- (d) Procurement of gaming equipment and/or paraphernalia by an Operator shall be subject to the procedures/requirements prescribed in this regulatory framework and the prohibition based on the current list of saturated areas for gaming venues.

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Section 2. Foreign procurement

- (a) The Operator may import gaming equipment and/or paraphernalia for use at gaming venue as may be permitted by law and subject to legal and customs requirements for this purpose.
- (b) Clearance to import from PAGCOR should first be obtained by the Operator prior to actual shipment of gaming equipment and/or paraphernalia.
- (c) The requesting Operator shall present the **Shipment Clearance Request and Approval Form (EG Form No. 11)** to PAGCOR-Fund Management Department (FMD) for payment of the one thousand (Php1,000.00) non-refundable shipment processing fee for each transaction. This shall be in addition to other required fees that may be charged, e.g. bank charges.
- (d) Thereafter, the Operator shall submit the duly accomplished **Shipment Clearance Request and Approval Form (EG Form No. 11)** together with the following documents to the appropriate Evaluating Department for verification of the items for importation:
 1. Copy of the issued Official Receipt (O.R.);
 2. Commercial Invoice;
 - (i) Items entered are tax free should be indicated if availing of tax-exempted importation;
 - (ii) Consignee for Supplier should be under its name if not availing of tax-exempted importation;
 - (iii) Foreign Supplier's address.
 3. Breakdown of items.

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- (e) Each **Shipment Clearance Request and Approval Form (EG Form No.11)** shall cover one (1) commercial invoice.
- (f) The Evaluating Department shall evaluate if the requested equipment/ paraphernalia is necessary in the conduct of the Operator's operations.
 - If so, the Evaluating Department will issue a Certification and shall approve EG Form No. 11.
 - The Evaluating Department shall forward EG Form No. 11, the Certification and copy of O.R. to PAGCOR's Logistics Management Department (LMD).
- (g) The Operator's Supplier and Broker must be registered with PAGCOR's Procurement Group.
- (h) The LMD shall issue a shipping instruction to the Operator to submit the Airway Bill/Bill of Lading. Issuance of the shipping instruction is per shipping transaction.
- (i) Thereafter, LMD prepares and signs the Exemption Letter to the Department of Finance (DOF), the DOF Form 91 and the Affidavit of End-Use.
- (j) The LMD shall forward the Affidavit of End-Use to the Legal Group (LG) for notarization.
- (k) The LMD shall then advise the Operator that the approval process is complete and that the Operator can pick-up the exemption documents for the submission to the DOF.
- (l) Once the shipment request is approved, the Operator shall ensure that all items shipped shall be strictly within the quantities and description as approved by the concerned oversight department per Commercial Invoice.

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Section 3. Inspection and inventory

- (a) CMED-EG representatives shall conduct an inspection/inventory of the shipment, in the case of imported gaming equipment and paraphernalia before it is turned over to the Operator.
- (b) A PAGCOR inventory tag containing an inventory serial number shall be affixed by CMED-EG on electronic gaming/bingo system, electronic bingo card dauber, electronic bingo management system, the electronic gaming/bingo machines or terminals and other gaming equipment.
- (c) The Operator shall be responsible for coordinating with the CMED-EG for the conduct of inspection and inventory of the gaming equipment and paraphernalia upon their delivery to a designated storage area or gaming venue premises. The Operator shall notify CMED-EG at least ten (10) days prior to the estimated arrival of the shipment.
- (d) On gaming equipment and paraphernalia at gaming venue:
 1. The CMED-EG shall ensure that all gaming equipment and paraphernalia contain an inventory serial number.
 2. No later than the tenth (10th) day of the following month, the Operator shall furnish CMED-EG with a monthly inventory of the gaming equipment and paraphernalia showing the following information:
 - (i) Inventory serial number as indicated in the PAGCOR inventory tag;
 - (ii) Location of each item; and
 - (iii) Total quantity.
 3. The Operator shall conduct a physical inventory of the gaming equipment and paraphernalia on an annual basis. The Operator

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shall furnish CMED-EG with the results of the physical inventory.

The Operator shall reconcile inventory maintained by the Operator with the physical count. The Operator shall report any discrepancies between the inventory records and the physical inventory to CMED-EG.

VII. ACCREDITATION OF SUPPLIERS OF GAMING EQUIPMENT AND PARAPHERNALIA

Section 1. Accreditation of Suppliers

- (a) The Operator shall procure gaming equipment and other gaming paraphernalia only from a PAGCOR-registered and Operator-accredited Supplier.
- (b) A Supplier must register first with PAGCOR's Procurement Group before doing business with an Operator.
- (c) The Operator shall be responsible for the accreditation of its Suppliers subject to the minimum requirements as prescribed in this Article VII.
- (d) The Operator may procure from a Supplier who is currently accredited by another Operator.

Section 2. Accreditation standards

- (a) The Operators shall handle all matters pertaining to Supplier's accreditation subject to the following minimum requirements:

FOR LOCAL SUPPLIERS

- 1. Application for Accreditation Form;
- 2. Supplier's registration document;
- 3. Company profile including the following:
 - (i) Updated list of directors; and,

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- (ii) List of clients.
4. List of products/items being offered including brochures and catalogues, if any;
5. Detailed location sketch of company office, factory and/or warehouse;
6. Copy of Registration Certificate from:
 - (i) Securities and Exchange Commission including Articles of Incorporation/ Co-Partnership and By-Laws or
 - (ii) Department of Trade and Industry;
7. Photocopy of the following documents:
 - (i) Mayor's Permit/ Business Permit/municipal license;
 - (ii) BIR Registration Certificate;
 - (iii) Certificate of Dealership/ Exclusive;
 - (iv) Current licenses required by law (applicable to the line of business);
8. Certified True Copy of Income Tax Return (ITR) for the previous or its preceding year and its corresponding Audited Financial Statements, duly filed with the BIR including photocopy of ITR and Audited Financial Statements (AFS) filed two (2) years prior to year of application.

FOR FOREIGN SUPPLIERS

1. Application for Accreditation Form;
2. Supplier's registration document;
3. Incorporation papers or business registration (for sole proprietorship and partnership);
4. Company profile (in English) including the following:
 - (i) Updated list of directors; and
 - (ii) List of clients.

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5. List of products/items being offered including brochures and catalogues, if any; and
 6. Audited Financial Statements for the last two (2) years.
Appropriate equivalent documents to substitute the documentary requirements stated in item 6 issued by the foreign firm's country of origin provided that the documents are in "English".
- (b) The Operator shall conduct a probity check to ensure that each Supplier:
1. is of good repute and is not banned from plying its trade in other gaming jurisdictions;
 2. is not insolvent, did not file for bankruptcy or is not under rehabilitation;
 3. has the capability to supply electronic gaming equipment and paraphernalia that are in accordance with PAGCOR's prescribed standards; and
 4. has an established track record of compliance with the legal and regulatory requirements applicable to it in relation to its business as a supplier of electronic gaming equipment and paraphernalia whether in the Philippines or in other gaming jurisdictions.

VIII. ELECTRONIC GAMING TERMINAL

Section 1. Electronic gaming terminal

- (a) An electronic gaming terminal can be a personal computer (PC)-based terminal, tablet-based terminal, cabinet-type of machine-like terminal or any other device/equipment which is capable of functioning as gaming terminal:
1. An electronic gaming terminal or machine shall not be allowed to function by itself whenever disconnected from the EGS.

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2. An electronic gaming terminal of cabinet-type or machine-like terminal such as video lottery terminal (VLT) shall be referred to herein as electronic gaming machine.
3. Tablet-based terminals include the portable computer devices, i.e., laptop and tablet computers, which shall likewise be considered as electronic gaming terminals.

Section 2. Minimum number of electronic gaming terminal

The electronic gaming terminals or seating capacities per game offering, as applicable, shall have a minimum number as prescribed in the *Regulatory Framework for the Accreditation of Gaming System Administrators*.

Section 3. Utilization of portable computer devices

Utilization of laptop and/or tablets shall include the minimum requirements as prescribed under Article V (Evaluation of Gaming System, Games and Gaming Terminals), Items 2.a.iv of the *Regulatory Framework for the Accreditation of Gaming System Administrators*.

Section 4. Expansion, reduction and replacement of electronic gaming terminals

- (a) The Operator may add, remove or replace electronic gaming terminals/machines, or seating capacity in their existing gaming venues, subject to the gaming venue's compliance with the minimum number of electronic gaming terminals/machines and the policy on the saturation of gaming venues.
- (b) The Operator shall undertake the following procedures relative to addition or removal of electronic gaming terminals/machines or seating capacity:

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1. The Operator submits to EGLD a duly accomplished **Gaming Terminal Expansion/Reduction Notification Form (EG Form No. 8)**, with the following attachments, as applicable:
 - (i) Existing gaming venue layout, indicating the current number of electronic gaming/bingo terminals;
 - (ii) Proposed gaming venue layout, indicating the proposed number of electronic gaming/bingo terminals; and
 - (iii) Proposed revisions to CCTV placements, if any.
2. Should the expansion/reduction of electronic gaming terminals/machines or bingo seats require temporary closure of the gaming venue the Operator shall submit to EGLD the duly accomplished **Temporary Suspension of Operations Form (EG Form No. 6)** for approval, as applicable.
3. Upon acknowledgment of the request by EGLD, the Operator shall carry out its request, based on its submitted gaming venue layout.
4. On the installation and operation of electronic gaming terminals or machines in the existing gaming venue, the Operator shall notify CMED-EG of the activity by using the **Installation and/or Operation of Gaming Terminal/s Notification Form (EG Form No. 8-A)**.
5. The Operator shall conduct a pre-operational testing on newly installed electronic gaming system/s, network connectivity, electronic gaming terminals or machines and other gaming equipment, and shall ensure their readiness prior to gaming operation.

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6. The CMED-EG Team shall conduct final inspection/testing of the newly installed electronic gaming system and terminals or machines at existing gaming venues prior to gaming operation.
 7. If the results of final inspection/testing are found in order, CMED-EG shall give the signal for the electronic gaming terminals or machines to go live. CMED-EG shall accordingly forward a copy of its pre-operational testing report to EGLD including the commencement date of live operation of the gaming venue.
 8. If the gaming venue is covered by the prohibition on expansion of electronic gaming terminals/machines based on the current list of saturated areas for gaming venues, it shall be allowed to add electronic gaming terminals/machines only if the proposed number of additional electronic gaming terminals/machines does not exceed the gaming venue's original number of electronic gaming terminals/machines prior to the imposition of the prohibition.
- (c) The Operator shall undertake the following procedures relative to replacement of gaming terminals/machines:
1. The Operator shall notify CMED-EG by submitting a duly accomplished **Transfer of Gaming Equipment Notification Form (EG Form No. 13)** prior to the scheduled transfer of gaming terminals/machines.
 2. Upon acknowledgment of the notification by CMED-EG, the Operator shall carry out the replacement of electronic gaming terminals/machines in coordination with CMED-EG.
 3. Should the replacement of electronic gaming terminals/machines require temporary closure of the gaming venue, the Operator shall

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submit to EGLD the duly accomplished **Temporary Suspension of Operations Form (EG Form No. 6)** for approval, as applicable.

4. On the installation and operation of electronic gaming terminals or machines, the Operator shall notify CMED-EG of the activity by using the **Installation and/or Operation of Gaming Terminal/s Notification Form (EG Form No. 8-A)**.
 5. The Operator shall conduct a pre-operational testing on newly installed electronic gaming system/s, network connectivity, electronic gaming terminals or machines and other gaming equipment, and shall ensure their readiness prior to gaming operation.
 6. The CMED-EG Team shall conduct final inspection/testing of the newly installed electronic gaming system and terminals or machines prior to gaming operation.
 7. If the results of final inspection/testing are found in order, CMED-EG shall give the signal for the electronic gaming terminals or machines to go live. CMED-EG shall accordingly forward a copy of its pre-operational testing report to EGLD including the commencement date of live operation of the gaming venue.
- (d) Unauthorized addition, removal and/or replacement of gaming terminals is subject to penalties as indicated in the *Regulatory Framework for Offenses and Penalties*.

IX. MOVEMENT OF GAMING EQUIPMENT AND PARAPHERNALIA

The Operator may transfer gaming equipment and/or paraphernalia from the supplier's authorized storage area to the gaming venue, or vice versa, or cause the transfer of

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gaming equipment and/or paraphernalia to another gaming venue, or ship-out gaming equipment and/or paraphernalia out of the country.

A Supplier with a Permit to Hold (PTH) Gaming Equipment and Gaming Paraphernalia may also transfer gaming equipment and/or paraphernalia from its authorized storage area to gaming venue, or vice versa. However, processing of requests for movement of gaming equipment and/or paraphernalia by a Supplier shall be covered by separate procedures/guidelines prescribed in the *Suppliers Regulatory Manual*.

Section 1. General guidelines

Any movement of gaming equipment and/or paraphernalia requires the prior notification to CMED-EG.

Section 2. Pullout and transfer of gaming equipment/paraphernalia

- (a) Transfer of gaming equipment and/or paraphernalia from one location to another shall require prior notification by the Operator to CMED-EG.
- (b) Gaming equipment and/or paraphernalia may be returned by an Operator to the Supplier's authorized storage area in the Philippines, or vice versa, provided that the Supplier has a valid Permit to Hold (PTH) Gaming Equipment and Gaming Paraphernalia.
- (c) The Operator shall submit a duly accomplished **Transfer of Gaming Equipment Notification Form (EG Form No. 13)** to CMED-EG at least one (1) business day prior to the scheduled transfer.
- (d) CMED-EG shall conduct the inspection and inventory of the transferred gaming equipment/paraphernalia.
- (e) On or before January 10 of the succeeding year, the CMED-EG shall keep an Annual Inventory Report of all gaming equipment and

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paraphernalia currently deployed at the gaming venues. The same must be available upon request.

- (f) Log reports of all gaming equipment/ paraphernalia transferred to/from the gaming venue shall be made available to CMED-EG at any time for review, reference, or any other purpose as deemed necessary by CMED-EG.

Section 3. Pull-out of gaming equipment from a gaming venue or for ship out

- (a) Gaming equipment and/or paraphernalia may be shipped by an Operator out of the Philippine territory.
- (b) Ship-out of gaming equipment and/or paraphernalia shall require the prior approval of EGLD. The Operator shall submit to EGLD a duly accomplished **Ship-Out Clearance Request and Approval Form (EG Form No. 15)** at least seven (7) business days prior to the scheduled ship-out.
- (c) The Operator shall designate only one (1) broker who shall be responsible for securing the permit to ship-out (as authorized by PAGCOR) from the Department of Finance or the Special Economic Zone Authority whichever is applicable, and the actual transporting of gaming equipment and/or paraphernalia to the port.
- (d) A reference serial number of the **Ship-out Clearance Request and Approval Form (EG Form No. 15)** shall be provided by EGLD upon approval of the request. EGLD shall furnish CMED-EG with a copy of the duly approved EG Form No.15.
- (e) EGLD may reject the **Ship-out Clearance Request and Approval Form (EG Form No. 15)** if the information contained in the Approval

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Form is incomplete or incorrect or if the reference Commercial Invoice is not attached.

- (f) For Operators whose importations are covered by an Import Permit filed with a Special Economic Zone Authority, it shall be the responsibility of the Operator to seek approval on the proposed ship-out.
- (g) CMED-EG shall conduct an inspection and inventory of the gaming equipment/paraphernalia prior to the scheduled pull-out and ship-out. The Operator shall coordinate with the CMED-EG at least five (5) days prior to the scheduled pull-out of the gaming equipment/paraphernalia.
- (h) The Operator shall comply with the prescribed inspection and guidelines.

X. DISPOSAL OF GAMING EQUIPMENT AND PARAPHERNALIA

Section 1. Disposal of gaming equipment and paraphernalia

- (a) The Operator may dispose of its gaming equipment or paraphernalia due to closure of the gaming venue, cessation of game offering, or if the gaming equipment/paraphernalia is/are discontinued or worn out. Disposal may be carried out by the Operator through any of the following methods, subject to the applicable guidelines under this Article and Article IX (Movement Of Gaming Equipment And Paraphernalia) :
 1. Ship out of Philippine territory all of its imported electronic bingo machines or terminals, gaming equipment, and/or paraphernalia;
 2. Transfer of electronic bingo machines or terminals, gaming equipment and/or paraphernalia to another PAGCOR-licensed gaming venue Operator.

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3. Return of the electronic bingo machines or terminals, gaming equipment, and/or paraphernalia to its Supplier who holds a Permit to Hold (gaming equipment) from PAGCOR.
 4. The Operator may destroy its electronic gaming terminals/machines, gaming equipment and/or paraphernalia as prescribed in Section 2 below.
- (b) For gaming venue with revoked License, the Operator shall dispose of its gaming equipment or paraphernalia pursuant to Presidential Decree No. 519, *Outlawing Pinball and Slot Machine Devices and Nullifying All Existing Permits and/or Licenses to Operate the Same*, and Letter of Instruction No. 1176 within ninety (90) calendar days from the date of notice of License revocation. The Operator shall comply with the post-operational activities as prescribed under Article XIV (Temporary Suspension And Closure Of Gaming Venue).
 - (c) For ceased game offering, Section 1(b) above shall apply to all gaming equipment and paraphernalia that were utilized specifically for operation of the ceased game offering.
 - (d) Should the gaming equipment and/or paraphernalia, whether declared destroyed, sold, shipped out, or otherwise, still be found under the Operator's possession after the ninety (90)-day disposal period, the Operator may be held criminally liable under Philippine laws.

Section 2. Destruction of gaming equipment and paraphernalia

The procedures and guidelines indicated in the *Regulatory Framework for the Destruction of Gaming Equipment and Gaming Paraphernalia for GLDD-Enrolled Suppliers* shall likewise govern the destruction of gaming equipment and paraphernalia of gaming venue Operators using the following forms:

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1. Destruction of Gaming Equipment/Paraphernalia Notification Form (EG Form No. 22)
2. Certificate of Gaming Equipment/Paraphernalia Destruction Form (EG Form No. 23)

XI. BRAND OFFERING IN AN EXISTING GAMING VENUE

Section 1. Addition, conversion, or removal of brand

- (a) The Operator may add or remove a brand of a game offering in its existing gaming venues by requesting any one of the following:
 1. Addition of a new brand. It refers to the introduction at the gaming venue of a new brand of game offering.
 2. Conversion of brand. It refers to the removal of a brand of a game offering from the gaming venue and replacing it with a new brand.
 3. Removal of brand. It refers to the cessation of operations of an existing brand of a game offering.
- (b) For the introduction of a new brand of a game offering at the gaming venue, whether through addition or conversion of brand, the new brand may only be deployed at the operational gaming venue and within the premises of the gaming venue.
- (c) The Operator shall undertake the following procedures for its intended addition or conversion of brand of a game offering:
 1. The Operator submits to EGLD a duly accomplished **Brand Request and Approval Form (EG Form No. 7)**, with the following attachments, as applicable:
 - (i) Existing gaming venue layout, indicating the current number of gaming terminals;

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- (ii) Proposed gaming venue layout, indicating the proposed number of gaming terminals; and
 - (iii) Proposed revisions to CCTV placements, if any.
- 2. If the introduction of new brand requires suspension of operation of the gaming venue, the Operator shall submit to EGLD the duly accomplished **Temporary Suspension of Operations Form (EG Form No. 6)** for approval, as applicable.
- 3. Once approved, EGLD shall advise the Operator of the approval of the request, furnishing CMED-EG with the copy of EG Form No. 7.
- 4. The Operator shall carry out, based on the submitted layouts, the transfer, installation, and/or removal of necessary gaming equipment and paraphernalia, including but not limited to the gaming system and terminals/machines. Implementation shall be in coordination with PAGCOR Monitoring Team and concerned Gaming System Administrator or Supplier, as the case may be.
- 5. The Operator shall notify CMED-EG on the installation and operation of gaming terminals or machines in the gaming venue by using the **Installation and/or Operation of Gaming Terminal/s Notification Form (EG Form No. 8-A)**.
- 6. The Operator, with the assistance of the Gaming System Administrator, shall conduct pre-operational testing on newly installed electronic gaming system/s, network connectivity, gaming terminals or machines, and other gaming equipment and shall ensure their readiness prior to gaming operation.
- 7. The CMED-EG Team shall conduct final inspection/testing of the newly installed gaming system and terminals or machines prior to gaming operation.

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8. If the results of final inspection/testing are found in order, CMED-EG shall give the signal for the gaming terminals or machines to go live. CMED-EG shall accordingly forward a copy of its pre-operational testing report to EGLD and Accounting Department (AD), including the copy of the duly accomplished **Brand Request and Approval Form (EG Form No. 7)**, i.e., Section D.
- (d) The Operator shall undertake the following procedures relative to removal of a brand:
1. The Operator shall submit to EGLD a duly accomplished **Brand Request and Approval Form (EG Form No. 7)** informing PAGCOR of the cessation of a brand and its implementation date.
 2. The Operator shall notify CMED-EG at least one (1) business day prior to the removal of a brand.
 3. Signage/s, gaming terminals or machines, related gaming equipment, digital assets, and marketing collaterals associated with the ceased brand must be removed.
 4. The CMED-EG shall conduct verification of the gaming venue's compliance to ensure that the removal of brand was undertaken by the Operator. CMED-EG shall accordingly forward a copy of its post-operational report to EGLD and Accounting Department (AD) including the copy of the duly accomplished **Brand Request and Approval Form (EG Form No. 7)**, i.e., Section E.

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XII. SECURITY AND SURVEILLANCE

Section 1. Minimum security requirements

- (a) The gaming venue must have at least one (1) security guard on duty covering the operating hours at all times.
 - a. The gaming venue shall adhere to the fire and safety guidelines set forth by the LGU that has jurisdiction over the location of the gaming venue. This may be evidenced by the corresponding Fire Safety Inspection Certificate or any similar document issued for this purpose.

Section 2. Minimum requirements for surveillance system

- (a) PAGCOR has mandated for all gaming venues to have a CCTV system, where:
 - 1. It will serve as a deterrent for anomalous activities in the venue.
 - 2. This is done for proactive security monitoring, which will be standardized across all venues.
- (b) An adequate number of CCTV cameras shall be allocated within the gaming venue premises to ensure there are no blind spots.
- (c) CCTV cameras must be operational 24 hours a day, 7 days a week, regardless of gaming venue operating hours.
- (d) Gaming venues must post signage informing customers that the gaming venue is being monitored by CCTVs. The privacy notice must be compliant with the issuances of the National Privacy Commission.

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Section 3. Minimum requirements for surveillance coverage

- (a) The gaming area shall be monitored by camera(s) to provide, as much as possible, coverage of:
 1. all players and employees at the gaming area;
 2. a facial view of all gaming players with sufficient clarity to allow identification of the player;
 3. a view of bill validators with sufficient clarity to determine the bill value and the amount of credits obtained; and,
 4. the face of the electronic gaming terminal, with sufficient clarity to identify the payout line(s) and observe the game results of the terminals.
- (b) The surveillance system shall possess the capability to monitor and record a general overview of the activities occurring in the gaming area.
- (c) The surveillance system shall possess the capability to monitor and record a general overview of activities occurring in each cage/cashier's booth area, with sufficient clarity to identify employees within the cage/cashier's booth and players and employees at the counter areas.
- (d) Storage areas for sensitive electronic gaming equipment and gaming paraphernalia shall be fitted with cameras.
- (e) Each entrance and exit point to the gaming venue premises shall be fitted with cameras in order to record persons entering and leaving the gaming venue premises.
- (f) Cameras shall be installed throughout general public areas to enable monitoring and tracking of patrons and staff.

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- (g) All delivery and transfer routes for cash, electronic gaming equipment, and gaming paraphernalia shall be fitted with cameras to monitor deliveries and transfers.
- (h) The surveillance system shall be capable of providing a reasonably clear coverage of all of the following:
 1. Activity by players and employees that may constitute cheating or stealing.
 2. Failure of employees to follow proper procedures and internal controls.
 3. Treatment of disorderly persons.
 4. Treatment of persons whose names appear in the Exclusions List.
 5. Arrests and evictions.
 6. Treatment of ill or injured patrons.

Section 4. Minimum requirements for surveillance records

- (a) All video recordings of coverage shall be retained for a minimum of thirty (30) days.
- (b) The video recording of a recorded event may be provided by the Operator to a requesting party, other than PAGCOR, subject to compliance with the Data Privacy Act (Republic Act 10173)² and its Implementing Rules and Regulations.
- (c) Operators shall have the capability to produce a still copy or photograph of the images depicted on a video recording. This may be accomplished using a video printer, still camera or other available means.

Section 5. Procedural guidelines on archiving and retrieval of footage

² Republic Act No. 10173, *Data Privacy Act of 2012*, approved on 15 August 2012.

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- (a) Retrieval and archiving of footage may be conducted upon the knowledge of an untoward incident that occurred within the gaming area to aid in fact finding and criminal investigation. Examples of incidents would be:
1. Alleged theft by a player to another player;
 2. Robbery and hold-up;
 3. Investigation and identification of suspected individuals performing acts of deception such as but not limited to money-switching, swindling, mulcting to gaming venue personnel and players;
 4. Entry of minors;
 5. Forced entry with robbery during the gaming venue's non-operational hours; and
 6. Altercation between gaming venue personnel and players, players other players, gaming venue personnel or players.
- (b) CMED-EG shall handle all requests for retrieval of CCTV footage for appropriate action by the Operator.
- (c) The Operator shall be responsible for retrieval, archiving or release to a requesting party of the video footages.
- (d) The video recording of a recorded event shall be provided by the Operator to PAGCOR any time upon request.

XIII. MARKETING AND PROMOTIONS

The Operator may conduct marketing activities and/or promotions necessary to promote and improve the performance of the gaming venue through any allowable channels or media. A Gaming System Administrator may provide assistance to the Operator for the implementation of marketing activities/promotion of its gaming offering.

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Section 1. Marketing activities and/or promotions

- (a) The Operator, on its own or in coordination with its Gaming System Administrator or Supplier, may formulate and implement its marketing activities and/or promotions which may include the following:
1. Any membership or loyalty program by which:
 - (i) points, credits or rewards may be earned from the playing of any game in a gaming venue; or
 - (ii) points, credits or rewards may be redeemed within the premises gaming venue for the playing of a game.
 2. Any contest, lucky or raffle draw or tournament in which:
 - (i) a prize may be won directly or indirectly as a result of visiting any gaming venue or playing any game in a gaming venue; or
 - (ii) a prize may be redeemed on or used for the playing of any game in a gaming venue.
 3. Any activity, program or incentive, or any combination of them, which gives publicity to, or otherwise promotes or is intended to promote:
 - (i) the visiting of a gaming venue; or
 - (ii) the playing of any game in a gaming venue.
- (b) The Operator shall request the approval of or notify EGLD at least fifteen (15) business days, as the case may be, prior to implementation of its proposed marketing activities and/or promotions by submitting the following documents:

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1. A duly accomplished **Marketing and/or Promotion Form (EG Form No. 28)** duly signed by the Operator's duly authorized signatory; and
 2. Implementing Rules and Guidelines (IRG) of the marketing activity and/or promotion.
 3. The following marketing activities and/or promotions require approval from EGLD prior to implementation:
 - (i) Total prizes of P1.0 Million and above;
 - (ii) System-based marketing activities and/or promotions;
 - (iii) For conduct of electronic raffles, a certification issued by a reputable certifying body/individuals on the randomness of the raffle draw shall be submitted by the Operator;
 4. Marketing activities and/or promotions with total prizes below PhP1.0 Million that strictly involve the conduct of manual raffle draws may be considered for notification only, as determined by EGLD;
 5. Marketing activities and/or promotions shall not coincide with any PAGCOR's nationwide marketing activity and/ or promotion.
 6. The Operator shall not implement any marketing activities or promotions without the approval of or notification to EGLD, as may be applicable.
- (c) Request with incomplete submissions shall not be processed and shall be returned to the Operator. The processing period shall commence only upon complete submission of requirements.

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- (d) Promotional/Marketing materials must be socially responsible. Said materials must not portray, encourage or condone gambling behavior that is socially irresponsible or could lead to financial harm, directed at children or feature people who are or who appear to be under 21 years old, or suggest that gambling can be a solution to financial problems.
- (e) Promotional posters, tarpaulin streamers and fliers shall contain the following mandatory elements:
1. Prohibition of under 21 years old logo;
 2. Responsible Gaming slogans/taglines – “Gambling Can Be Addictive, Know When To Stop”.
- (f) Messages in the marketing/promotional materials shall NOT:
1. be directed to persons below 21 years old – it must neither catch the attention nor give interest to the viewing minors.
 2. imply that a player’s skill can influence the outcome of a gambling activity – it must not encourage the thought that skill and talent can change the result of the game or can assure a win.
 3. give an impression that gambling is an accepted way to make money – it must promote that gambling is more on entertainment, fun, and leisure and not a money-making activity and must not imply that gambling solves financial problems.
 4. include misleading statements about odds and prizes – it must be truthful, e.g., does not imply of sure winning of prizes if not actually guaranteed.
- (g) All kinds of promotions and other forms of advertisements through SMS or text blasts shall not be permitted, except when such promotions and/or advertisements are directed to the existing pool of registered players of the gaming venue.

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- (h) All marketing costs to be incurred in any marketing activity and/or promotion including prizes shall be solely for the account of and shouldered by the Operator and/or its Gaming System Administrator, as the case may be.

Section 2. Promotional coupons

- (a) The Operator may, for specified marketing purposes, provide its patrons with promotional coupons redeemable for complimentary credits.
- (b) The Operator shall be responsible for ensuring that the promotional coupons issued and redeemed are genuine and valid. The Cashier, or any authorized gaming venue staff, shall verify that the coupon has not expired or is otherwise void on its face.
- (c) Promotional coupons are non-cashable;
- (d) Promotional coupons shall be redeemed at the Cashier or authorized booth only.
- (e) The Operator shall furnish CMED-EG with an inventory list of promotional coupons issued to players, as may be required from time to time.
- (f) Promotional coupons issued by the Operator for complimentary credits can only be used once.
- (g) All promotional coupons redeemed pursuant to this section shall be cancelled either:
1. by the Cashier upon redemption; or
 2. by a duly authorized staff.

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- (h) At the end of each promotion, all unissued coupons no longer valid shall be voided by the Operator either by punching a hole in or by stamping "void" across the face of each unissued coupon.

Section 3. Gaming points/ total credits redeemable for coupons

- (a) Gaming points or total credits may be used to redeem promotional coupons in exchange for complimentary credits subject to Section 2 above.
- (b) Except as otherwise stated in Item (a) above, gaming points or total credits are not redeemable for complimentary credits.
- (c) Complimentary credits wagered by players shall form part of the Gross Gaming Revenue.

Section 4. Announcements and/or Advertisements

- (a) The Operator may implement announcements and/or advertisements relating to the operations of the gaming venue, game offering, or other gaming services.
- (a) Announcements and/or advertisements can either be general or specific.
1. *General announcements and/or advertisements* are defined as advisories regarding the basic information of the online gaming service such as its brand or name and its available game contents as well as an invitation to register and play therein. It may also include a bulletin of ongoing active marketing activities such as membership or loyalty programs, sponsorship/s, contest or tournaments, raffle draw, and other similar activities, and inviting people to participate thereat.

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2. *Specific announcements and/or advertisements* on the other hand, refer to the detailed mechanics, Implementing Rules and Guidelines (IRG), Terms and Conditions, promotional posters and/or infographics of an existing marketing activity, and other similar activities.
- (b) Announcements and/or advertisements through the use of existing mass media shall be allowed, whether through print, streamers and LED screens, television and cable, radio, or the internet – i.e., website, blogs, social media, and other advertising platforms. For this purpose, announcements and/or advertisements shall strictly adhere to the following requirements:
1. Only general announcements and/or advertisements may be published through the above-mentioned mass media, subject to the following conditions:
 - (i) In the case of social media, only one official account or page shall be used in publishing information on every social media platform and must implement a filtering mechanism to include only persons ages 21 years old and above as audience.
 - (ii) For the above purpose, the Operator, on its own or in coordination with its Gaming System Administrator, shall elect its official account per social media platform, which shall be disclosed to EGLD and shall be permanent, unless requested for modification.
 2. Specific announcements and/or advertisements shall only be published through the Operator's or its Gaming System Administrator's official *closed social media group*, official website, and/or at the online gaming platform website and/or application registered with PAGCOR.

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For the above purpose, the Operator, on its own or in coordination with its Gaming System Administrator, shall elect its official closed social media group which shall be disclosed to the EGLD.

Section 5. Photo/Video coverage of an event inside the gaming venue premises

- (a) An Operator that wishes to have a photograph and video coverage of an event inside the premises of gaming venue shall notify EGLD by submitting a duly accomplished **Photograph and Video Coverage Notification Form (EG Form No. 34)** at least two (2) business days prior to intended date of implementation.
- (b) There will be no tri-media coverage or documentation of live games.
- (c) Players will sign waivers that they agree to include their faces in the documentation of the tournament.
- (d) The photo and/or video coverage shall not cause any disruption to gaming operations.
- (e) The use of camera/s other than that of the Operator or its authorized photographer/videographer shall be prohibited.
- (f) For promotional purposes, photo and/or video coverage shall be allowed purely on "mock-up/production set-up" where actors/actresses portray gaming venue customers playing on gaming areas/terminals/machines.
- (g) When shooting photos or videos of non-gaming events in the gaming venue (e.g., documentaries, et. al.), camera(s) shall not be allowed to focus at or point in general direction of the gaming areas.
- (h) PAGCOR reserves the right to prohibit the commercial use and/or conduct a post-audit of any photograph or video footage taken during

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the shoot as it deems warranted.

- (i) Use of any photograph or video footage as advertising material shall be in accordance with the PAGCOR's Responsible Gaming (RG) Code of Practice and any applicable RG circular issued by the Gaming Licensing and Development Department.

XIV. TEMPORARY SUSPENSION AND CLOSURE OF GAMING VENUE

In the event that an Operator has to temporarily suspend operations of one or all of its game offerings or decides to close its gaming venue, the following procedures shall apply. Failure of an Operator to comply with these procedures shall be taken into consideration in the renewal of License for its gaming venue or other gaming venue/s, if any, or in future application with PAGCOR.

An Operator with its gaming venue under an approved temporary suspension may operate its online gaming platform for a period of ninety (90) days only, provided that the gaming venue under temporary suspension has a valid Gaming License.

Section 1. Temporary suspension of operations initiated by the Operator

- (a) The Operator shall request approval from EGLD prior to its intended date of suspension of operations or closure of gaming venue, stating the reason/s and duration for the same, using the **Temporary Suspension of Operations Form (EG Form No. 6)**. Additional documents may be required to evaluate the validity of the stated reason/s.
- (b) The duration of the suspension of operations must not exceed ninety (90) days and must first be approved by EGLD prior to implementation.

In case the duration of the suspension of operations exceeds ninety (90) days, the same must first be approved by EGLD prior to implementation

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and is subject to an Extension Fee as prescribed in the *Regulatory Framework for Fees and Rates on Gaming Venue Operations*.

- (c) Should an Operator fail to immediately resume its gaming venue's operations as scheduled, the days where Operator did not resume operations will be considered as an unauthorized suspension of operations. A penalty shall be imposed per day of unauthorized suspension in accordance with the *Regulatory Framework for Offenses and Penalties*.

Failure to resume operations within thirty (30) days after the approved temporary suspension of operation date may lead to the permanent closure of the gaming venue and revocation of the License.

- (d) The Operator may suspend its gaming venue operation on holidays, as prescribed in Section 1(d) under Article IV (Conduct of Gaming). The Operator shall notify CMED-EG at least one (1) business day prior to its intended date of suspension of operation, stating the reason/s and duration for the same, using the **Temporary Suspension of Operations Form (EG Form No. 6)**.

Section 2. Suspension of operations initiated by Local Government Units (LGUs) and Lessors, due to force majeure or due to act of God

- (a) The Operator shall notify EGLD within ten (10) business days from the occurrence of the suspension of the gaming venue's operations, stating the reason/s and expected duration for the same, using the **Temporary Suspension of Operations Form (EG Form No. 6)**. In lieu of the Operator's notification, EGLD may be furnished with an incident report by CMED-EG or its concerned PMT confirming/reporting the occurrence and details of the said suspension of operations.

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- (b) Should the suspension of operations need to be extended, the Operator shall request approval from EGLD prior to the intended extension of suspension of operations.
- (c) The duration of the suspension of operations must not exceed ninety (90) days.

In case the duration of the suspension of operations exceeds ninety (90) days, the same must first be approved by EGLD prior to implementation and is subject to an Extension Fee as prescribed in the *Regulatory Framework for Fees and Rates on Gaming Venue Operations*.

- (e) Should an Operator fail to immediately resume its gaming venue's operations as scheduled, the days where Operator did not resume operations will be considered as an unauthorized suspension of operations. A penalty shall be imposed per day of unauthorized suspension in accordance with the *Regulatory Framework for Offenses and Penalties*.

Failure to resume operations within thirty (30) days after the approved temporary suspension of operation date may lead to the permanent closure of the gaming venue and revocation of the License.

Section 3. Suspension of operations due to change in location

- (a) The Operator shall request approval for suspension of operation from EGLD by submitting a duly accomplished **Temporary Suspension of Operations Form (EG Form No. 6)** to carry out the transfer of gaming equipment and paraphernalia to the new gaming venue.
- (b) In cases wherein the Operator filed for **Temporary Suspension of Operations (EG Form No. 6)** for reasons due to change in location as initiated by its Lessor, the duration of allowable suspension must not

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exceed ninety (90) days. The Operator must ensure to secure approval of its application for change in location within this period.

- (c) The duration of the suspension of operations must not exceed ninety (90) days.

In case the duration of the suspension of operations exceeds ninety (90) days, the same must first be approved by EGLD prior to implementation and is subject to an Extension Fee as prescribed in the *Regulatory Framework for Fees and Rates on Gaming Venue Operations*.

- (d) Resumption of operations at the existing gaming venue shall not apply.

Section 4. Post-operational activities

- (a) Upon issuance by EGLD of notice on the approval of the revocation of License, whether caused by voluntary closure of the gaming venue, ceased game offering, or any other reason, the Operator must undertake the following post-operational activities, as applicable, within ninety (90) days from the date of notice of License revocation:

1. Submit to EGLD, with a copy furnished to CMED-EG, after the issuance of notice of License revocation with a duly accomplished **Closing Inventory List of Gaming Equipment and Paraphernalia (EG Form No. 37)** enumerating the total inventory of all gaming equipment and paraphernalia currently located at the gaming venue, certified correct by CMED-EG.
2. Disposal of the electronic gaming machines or terminals, gaming equipment and/or paraphernalia through the following manner:
 - i. Ship out of Philippine territory;
 - ii. Transfer to another Operator;
 - iii. Return to its Supplier; or

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iv. Destruction.

3. Submit to EGLD, with a copy furnished to CMED-EG, a notarized notice on removal of all gaming-related digital assets from all gaming terminals, machines, or equipment, which the Operator intends to use for other purpose/s.
4. Remove all gaming venue signage, PAGCOR logo stickers, and marketing collaterals within the venue premises, and submit to EGLD, with a copy furnished to CMED-EG, a notarized notice on its compliance with the removal.
5. Submit to the EGLD the duly accomplished **Request for Refund of Performance Cash Deposit (EG Form No. 40)** together with the following documentary requirements:
 - i. Board Resolution signifying the request for refund of PCD and the assignment/appointment of the authorized representative to transact/sign documents relative thereof
 - ii. Original copy of corresponding Official Receipt (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
 - iii. Closing Inventory List of Gaming Equipment and Paraphernalia Form (EG Form No. 37)
 - iv. Transfer of Gaming Equipment Notification Form (EG Form No. 13)
 - v. Notarized Notice of Removal of all related digital assets from all terminals
 - vi. Notarized Notice of Removal of PAGCOR signages, stickers and marketing collaterals

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- vii. Notarized sworn affidavit stating that the arrears with the Operator's stakeholders of the gaming venue (i.e., rent, utilities, salaries of employees) have been paid
- viii. Copy of latest General Information Sheet (GIS)
- ix. Original copy of Gaming License

(b) The CMED-EG shall conduct verification of the gaming venue's compliance to ensure that the post-operational activities are undertaken by the Operator within the prescribed period, where a corresponding report shall be submitted to EGLD indicating the results of CMED-EG's verification.

(c) The CMED-EG shall strictly monitor post-operational activities of gaming venues resulting from the permanent closure of gaming venue or removal of game offering, including but not limited to the movement/destruction of gaming equipment and paraphernalia.

XV. RESPONSIBLE GAMING

The Operator shall institute its Responsible Gaming Program guidelines of which shall be in accordance with PAGCOR's Responsible Gaming Code of Practice.

XVI. BANNED PERSONALITIES

The PAGCOR Responsible Gaming Code of Practice shall govern the rules and regulations relating to banned personalities.

Banning is the act of prohibiting a person access into a venue. Certain individuals are banned from entering casinos or gaming venues due to various reasons. Pursuant to Presidential Decree No. 1869, as amended by Republic Act No. 9487, otherwise known as the PAGCOR Charter, persons under twenty-one (21) years of age or students of any school, college, or university in the Philippines are not allowed to play

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in casinos or gaming venues. Pursuant to Memorandum Circular No. 06, Series of 2016, issued by the Office of the President, the following persons are prohibited from entering, staying, and/or playing in casinos or gaming venues:

- (a) Government officials and employees connected directly with the operation of the Government or any of its agencies; and
- (b) Members of the Armed Forces of the Philippines, including the Army, Navy, Air Force, or the Philippine National Police.

In addition, banning may come in the form of:

- (a) Self-Exclusion;
- (b) Family Exclusion; and
- (c) Licensee-emanating

The banning order shall be effected nationwide across all licensed casinos and gaming venues. Refer to the PAGCOR Responsible Gaming Code of Practice.

Non-eligibility of the player to play (i.e., banned personalities, prohibited individuals) may mean forfeiture of his/her remaining funds in favor of the National Government. In case of a Player listed in NDRP, forfeited funds shall cover only the deposits and winnings during the period that he/she is listed in the NDRP as a banned person.

PAGCOR shall implement the following guidelines on the forfeiture of funds:

- The jackpot prize of a non-eligible player is considered the result of an illegal play. Hence, said jackpot prize shall be forfeited, and the following:
- If the jackpot prize/s is awarded to a non-eligible player, said losses shall be solely shouldered by the Operator and that PAGCOR shall not share in the loss resulting in the awarding of the jackpot prize.

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Subsequently, the supposed jackpot prize shall be added back to the Gross Gaming Revenue (GGR) for the purpose of re-computing the GGR on the date the jackpot is won.

- In case of a dispute, the Operator is given a holding period of forty-five (45) days from the date the jackpot is hit to provide the GSA with sufficient time to conduct validation and confirmation on whether the winner of the jackpot is a non-eligible person or not.

If, within the holding period:

- The winner is confirmed to be a non-eligible person, the jackpot winning/s is added back to the GGR; and
- The winner is confirmed to be an eligible person, the jackpot is awarded to the winner.

If, after the holding period and there is still no resolution, the jackpot amount shall remain deducted from the GGR until such time that the issue has been resolved.

- As to the forfeited jackpot prize/s, the Operator is required to immediately return the increment of the jackpot amount to the progressive link where it was hit or to another available progressive jackpot notifying the EGLD one (1) business day prior to implementation

Failure to comply with the above provisions shall be subject to penalties as prescribed in the *Regulatory Framework for Offenses and Penalties*.

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XVII. PATRON DISPUTES

Section 1. Issuance of notification

- (a) In the event of any complaints of players lodged with PAGCOR resulting from the Operator's violation of guideline/s prescribed in this regulatory framework, CMED-EG shall investigate the matter, requiring the parties to provide an explanation. CMED-EG shall encourage parties to arrive at an amicable settlement as evidenced by a settlement agreement.
- (b) In conjunction with the concerned Gaming Service Administrator, the Operator shall act upon the complaint of the player within (3) days after the filing with the Operator/Gaming Service Administrator. Failure to do so, CMED-EG shall endorse the matter to EGLD for imposition of appropriate penalty, if warranted, as prescribed in the *Regulatory Framework for Offenses and Penalties*.

Section 2. Resolution of system-related disputes

- (a) In case of dispute, the Cashier/Gaming Assistant (GA) handles complaint of players and, if necessary, shows to the complainant the game history, which contains the details of the most recent games. In case the Cashier/GA cannot handle the situation, he/she seeks the assistance of the gaming venue Manager/OIC to settle the dispute.
- (b) In the event of a discrepancy in the number of credits being registered in the player's account or gaming terminal, the Cashier/GA/Manager/OIC and the technician shall verify and resolve the discrepancy and make payment of a refund, if any.

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Section 3. Report on dispute resolution

- (a) The Operator shall submit a report on the dispute stating whether the player has accepted the explanation and has agreed to close the case.
- (b) In the event that, the complainant and the Operator, fail to reach a resolution, the CMED-EG shall issue a final report based on the facts of the case, subject to the approval of the PAGCOR Board of Directors.

XVIII. GAMING EMPLOYMENT LICENSE

The Operator shall ensure that their employees have obtained a Gaming Employment License (GEL) from PAGCOR pursuant to the guidelines set in the Online GEL Manual and any guidelines that PAGCOR may issue from time to time.

XIX. PAGCOR MONITORING TEAM

Section 1. Designated PAGCOR Monitoring Team

- (a) CMED-EG shall designate its own monitoring team, i.e. PAGCOR representatives, who shall be referred to as the PAGCOR Monitoring Team (PMT). The PMT may be assigned to monitor the operations of gaming venues.
- (b) CMED-EG shall provide advance written notice to the concerned Operators of the composition (names and position titles) of, and any changes to the PMT's composition.

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Section 2. Main functions of the PAGCOR Monitoring Team

The PMT may exercise the following functions:

- (a) Monitors the Operator's compliance with the terms and conditions of the License and with the regulations contained herein and with other directives/issuances that may be issued by PAGCOR from time to time;
- (b) In coordination with the representatives from Accounting Department, ensures the determination of Gross Gaming Revenues and monitors transactions that have a direct effect on the gaming venue's Gross Gaming Revenues (GGR) and/or Gross Sales; and
- (c) Reports incidents of deviations from the *Regulatory Frameworks* and related issuances issued by EGLD.

Section 3. Records to be made available to the PAGCOR Monitoring Team

- (a) For the purpose of ensuring compliance with the terms and conditions of the License and this Regulatory Framework, the Operator shall make available to the PMT and at no cost to PAGCOR the following in respect of gaming operations:
 1. Records of gaming operations; and
 2. Financial and accounting records affecting Gross Gaming Revenue and/or Gross Sales.
- (b) The Operator shall retain and maintain or cause such books and records to be retained, maintained, or stored for at least six (6) years or such longer period as may be required by law.
- (c) Tickets printed by electronic gaming machines or eBingo machines, such as ticket-in/ticket-out (TITO) tickets, shall be retained for a period of at least two (2) months after redemption.

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- (d) The PMT shall furnish the Operator with a letter request listing the reports and records, and indicating the frequency of such reports and records that shall be submitted to the PMT.
1. The letter request shall be signed by the head of the department supervising the PMT.
 2. Any amendment to the initial letter request and all other requests for other reports to be submitted to the PMT shall be signed by the head of the department supervising the PMT.
- (e) An Operator who willfully misstates or without reasonable excuse refuses to provide any information or produce any report, record, or copy thereof required of it by the PMT shall be liable for disciplinary action.

Section 4. Access to gaming venue premises

The Operator shall give the PMT access to premises such as the gaming areas, CCTV monitoring room, and other such areas as may be required by PAGCOR from time to time.

XX. MISCELLANEOUS PROVISIONS

All previous PAGCOR issuances, memoranda, orders, rules, and regulations governing gaming venue operations are hereby superseded by this regulatory framework.

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XXI. ANNEXES

ANNEX A

LIST OF FORMS

EG Form No.	Name of Forms	Reference [Article No.]
PDS	Personal Disclosure Statement	V
6	Temporary Suspension of Operations Form	IV, VIII, XI, XIV
7	Brand Request and Approval Form	XI
8	Gaming Terminal Expansion/Reduction Notification Form	VIII
8-A	Installation and/or Operation of Gaming Terminal/s Notification Form	VIII, XI
11	Shipment Clearance Request and Approval Form	VI
13	Transfer of Gaming Equipment Notification Form	VIII, IX
15	Ship-Out Clearance Request and Approval Form	IX
22	Destruction of Gaming Equipment/Paraphernalia Notification Form	X
23	Certificate of Gaming Equipment/Paraphernalia Destruction Form	X
24	Change in Gaming venue Operating Hours Notification Form	IV
26	Bingo Program/Card/Link Notification Form	Annex B
28	Marketing and/or Promotion Notification Form	XIII
33	Certificate of Non-filing of Annual Income Tax Return	V
34	Photograph and Video Coverage Notification Form	XIII
37	Closing Inventory List of Gaming Equipment and Paraphernalia	XIV
40	Request for Refund of Performance Cash Deposit	XIV

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ANNEX B

GUIDELINES AND GAMING RULES FOR BINGO GAMES

Section 1. General guidelines

The following guidelines and rules shall govern the conduct of traditional bingo games:

- (a) Traditional bingo game shall be played by drawing bingo balls from a pool of seventy-five (75) balls through an electronic ball blower and using bingo cards to form a predetermined pattern in order to win a prize.
- (b) The Operator shall be responsible for the integrity of the traditional bingo games as well as the training of gaming venue personnel, who will be staffing the games.
 1. No gaming venue personnel shall communicate or have direct contact during the conduct of bingo games with the employee's immediate family members (e.g., spouse, children, parents, and siblings) and friends who participate as players.
 2. The Operator or its employees shall not engage in any act, practice, or course of operation that manipulates the outcome of any bingo game.
- (c) Bingo balls (in a set) to be used for sessions of the day shall be weighed to ensure that each bingo ball is given an equal opportunity to be drawn, i.e., its weight is within the tolerable range level of + or – 0.2 gram of the average weight of the balls. For this purpose, it is imperative to compute the average weight for all the balls in a set.

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- (d) The Operator shall notify CMED-EG of its internal control measures to ensure the integrity of the bingo operations. Any modifications in the internal control measures shall likewise be notified by the Operator to CMED-EG.
- (e) No live coverage, either by radio or television network in the conduct of bingo games shall be allowed.
- (f) The Operators shall not be allowed to solicit, accept, or receive off-site betting or remote betting for Traditional Bingo Games.
- (g) Only valid bingo cards shall be in play during the conduct of the bingo games.
- (h) No two (2) sets of bingo cards shall be allowed to be sold for use of the same game if the cards have the same production serial numbers and card serial numbers. Should there be any; Operator commits to award the same prize, resulting in double payment.
- (i) Neither the Operator nor the players are allowed to separate/split the bingo cards in a multifaceted card or package of cards. Split cards are not entitled to be verified, thus, are not entitled to win in the game.
- (j) A player must be present and playing at the bingo gaming venue during a game to be entitled to win and claim the corresponding prize.
- (k) The Operator shall require a game pattern to be covered or marked by a dauber or pen and completed in order to win in a bingo game, which bingo pattern must be clearly described in the bingo program and verbally explained or announced to the players immediately before the start of the game.

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- (l) Winner shall be determined when a game pattern designated for a particular game is covered or the predetermined required numbers by the first player on a valid bingo card and are properly verified by the authorized gaming venue personnel.
- (m) It is the responsibility of the player to notify the gaming venue staff of his/her "BINGO." Failure on his/her part forfeits his/her right to win, and the game shall continue until a valid winner is declared.
- (n) Bingo game shall start when the first bingo ball is drawn and called and end when a player declares "BINGO" and his/her winning bingo card is verified to be a valid winner. To establish the ownership of the said card, the player shall affix his/her signature over printed name at the back of the card upon its submission for verification.
- (o) When a player declares "BINGO," the Operator shall undertake steps to close the game under the following requirements:
1. The game must be stopped before calling the next ball.
 2. The probable winning card must be submitted for validation/ verification.
 3. The probable winning card must have the last number called.
 4. The probable winning card must be a valid card (falling within the approved allocated cards for the game).
 5. The game shall then be closed when the said card is declared the winner.
- (p) In the event that the probable winning bingo card is declared not valid, the next ball out of the bingo machine's exit receptacle shall be the next ball called. In the case of a continuation game, the said ball shall be used as the first ball drawn for the next game or pattern to be played.

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- (q) The Operator shall commit to adhere/abide by the implementation of the General Bingo Rules and General House Rules for the orderly conduct of bingo games.

Section 2. Bingo programs

- (a) The Operator shall formulate its bingo program that shall be played at its gaming venue. The Operator shall use the **Bingo Program/Card/Link Notification Form (EG Form No. 26)** to notify CMED-EG at least one (1) business day prior to implementation of new bingo program or its component, i.e., regular and/or special bingo game/s using the standard seventy-five (75)-ball bingo. Bingo programs shall be consistent with the guidelines in prizes as prescribed under Annex B (Guidelines and Gaming Rules for Bingo Games), Section 7 .
- (b) New daily bingo program wherein changes such as, but not limited to, the price of cards, prize, game pattern, ball bracket, and the like must be notified to CMED-EG at least one (1) business day prior to implementation using the **Bingo Program/Card/Link Notification Form (EG Form No. 26)**.
- (c) The Operator may change a bingo program with another bingo program by notifying CMED-EG at least one (1) business day prior to implementation using the **Bingo Program/Card/Link Notification Form (EG Form No. 26)**.
- (f) All bingo programs shall contain the essential elements and be subject to the following:
1. The Operator shall disclose in a bingo program all information to all persons contemplating participating in the bingo games, including the price of cards and prizes for distribution, before start of the

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bingo session. Notification must be made prior to requiring players to make payment for the opportunity to participate in the game.

2. Bingo programs for each bingo day or bingo session must always be made available to all players prior to the start of the bingo operations for the day and include at a minimum the following information:

- (i) A written description of each bingo game to be offered, including illustration of each winning game pattern and the order that games will be played.

- (ii) The prizes to be offered, including jackpot and consolation prizes, and any factors used or conditions set in determining the manner of winning the prize, such as, but not limited to, ball bracket and prize leveling for each game.

- (iii) Description of the bingo cards to be used, including:

- a) Color and design
- b) Number of faces on each sheet
- c) Number and type of sheets in a package of cards

- (iv) Price of cards or package of cards for each game or session.

- (v) Duration of the program.

- (g) The Operator may make changes to the approved program provided that:

1. The Operator is committed to abide by and pursue the amendments as initiated and announced.
2. No amended bingo program shall be approved for implementation until the jackpot prize in a current regular bingo game or special

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game with a high ball level is won. High ball level refers to the number of balls at which the probability of winning or chances the prize will be won is great.

3. The progressive jackpot prize with a fixed ball bracket of a particular game is maintained.
- (h) The Operator, when mounting bonanzas and other bingo special events for Traditional Bingo, may formulate and establish prize payout schemes and other pertinent arrangements, game rules and mechanics, and operating systems and procedures, provided that the terms are not inconsistent with the herein guidelines.

Section 3. Categories of traditional bingo games

- (a) Regular Bingo Games - The games in the bingo program that use a regular game package with a specific number of cards corresponding to the number of games in the particular session. Regular bingo games have a separate and distinct payout scheme.
- (b) Special Bingo Game - Games that are introduced in between games or sessions which the players have the option to participate in. The cards are sold separately and are not included in the package of cards offered for the day or special bingo event. Players pay extra to play such games.
- (c) Hidden Face Bingo Games (Quickshot) - Games played using hidden face bingo cards that allow a player to form a pre-determined pattern from pre-drawn number combinations.
- (d) Instant Games - Games offered within the premises of a gaming venue and played using paper-based cards or tickets to win a pre-determined payout. These include instant game cards/tickets such as scratch cards, and pull tabs, among others.

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Section 4. Types of bingo games

- (a) Bingo Game with Odd/Even Scheme - A special bingo game with separate card sales generally played to a full card pattern in which players pre-daub either the odd or even numbers in the bingo card prior to the game being played. The first ball drawn determines the numbers to be covered.
- (b) Bingo Games with Multiple Prize Schemes - Bingo games where players have the opportunity to win one of the various alternative prize levels are allowed, provided the Operator must describe in its bingo program any bingo games, the various alternative prize levels including the factors to be used in determining the prize level to be won, and the value of the prize levels.
- (c) Continuation Bingo Games - Continuation bingo games are allowed where multiple game patterns may be played on one bingo card/face. Each pattern shall be considered a single game even though the bingo balls are not returned to the ball chamber after a winner has been declared. The drawing of balls continues until the last game in the series of games.
- (d) Player Selection Bingo Games - Player selection games may be offered by Operator in which players are allowed to select their own numbers, if the following conditions are met:
 1. The cards used to conduct the games must have controls that provide an audit trail adequate to determine all winning combinations are valid. A two-part disposable (carbonized duplicate) card may be used if the following conditions are met:

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- (i) The cards are printed on two-part, self-duplicating paper that provides for an original and a duplicate copy;
- (ii) The disposable card method of receipting for gross receipts from bingo operations is used;
- (iii) Players shall mark their numbers on each card in a distinct, clear, and legible manner prior to separation of the duplicate and original copies. No alterations are allowed before or after the separation of the duplicate and original cards. The marking shall not in any manner prevent reading of bingo numbers or any data imprinted on the card or obscure the determination of their encircled chosen numbers. Operator may exchange the card with an entry added, deleted, or changed prior to or after separation for a new card, provided errors are discovered prior to the start of the game or before the separation of the duplicate and original cards, or the original copy is dropped into the wrong dropbox. In this case, the duplicate copy shall be marked "VOID" and the card number of the replacement card must be indicated to effect cancellation of the replaced card if original copy has been dropped, or marked "VOID" on the original and duplicate copies when discovered before separation. In all cases, player shall initial the cards;
- (iv) All original cards shall be placed in the designated transparent dropbox/es that shall be physically locked and controlled to assure that no cards are placed into the dropbox at the start of the game (that is, after the first bingo ball is drawn and called). If more than one (1) dropbox is utilized for this purpose, a number to each box. Players must indicate the dropbox number on both the original and duplicate cards prior to dropping the original copy.
- (v) Players shall retain and play the duplicate copy.

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- (vi) To declare a winning card, a player's selected numbers must have all been drawn and its card must be declared "BINGO" on the last ball called. Otherwise, the "Sleeper Rule" shall apply. A winning card is where the entries in the duplicate copy must exactly match with those of the original copy in its entirety.
- (vii) In addition to the requirements, a winning card shall be verified by the winner's signature at the back of the card.
1. All winning cards, original and the duplicate copies shall be retained by the Operator as part of its daily bingo records upon payment of prize.
 2. Incomplete cards, cards with alterations, and cards for which all required imprinted data is not displayed and legible shall not be paid as winners. Incomplete, altered, and unreadable cards are the player's responsibility, and refunds shall not be allowed.
 3. Replaced card duplicate copy shall be attached to the replacement card and maintained as part of the daily bingo records.
 4. Bingo Games with Progressive Scheme. Progressive bingo games are allowed. A progressive bingo game is one in which the established prize levels and/or ball limit may be increased from one bingo day to another if no player completes the required game pattern within the specified number of ball limit or bracket.
 5. Wild Number Bingo Game. A special bingo game played in which the last digit of the first ball drawn becomes the wild number so that all balls having an ending with the last digit shall be covered.
 6. Promotional Bingo Game (PBG-Action Bingo/Winner-Take-All Concept). A promotional gimmick or bingo game played with joining fee in order to win a pot money in a particular game/session with PBG. It can be conducted or played locally (in the bingo gaming venue) and/or linked (participated in by more than one bingo gaming

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venue). All joining fees are accumulated to pot money. However, the Operator shall deduct fifteen percent (15%) PAGCOR Share from the joining fees. The Operator shall notify PAGCOR of the intended conduct of promotional bingo game using the **Marketing and/or Promotion Form (EG Form No. 28)**.

Section 5. Gaming rules for other bingo games

(a) On Hidden Face Bingo Games (Quickshot),

1. All games must be completed during a single bingo day and only involve cards that are sold during that day.
2. Players that have paid to participate in the game need not be present when the numbers are drawn/selected.
3. Drawing of balls shall be done before the first session in the presence of the players in the bingo hall.
4. Record of balls/numbers drawn and called shall be duly signed by the Operator's staff and a player selected by the gaming venue management as witnesses to the draw.
5. Operator must provide a separate gameboard visible to all players for displaying the numbers drawn and called.
6. Winning patterns shall also be displayed close to the gameboard (containing the drawn numbers) as guide to winning the game.
7. The requirements of what constitutes a completed game must be documented and clearly posted for players' review. As such, the drawn numbers must be displayed constantly until the game is completed at the closing of the particular bingo day.

(b) On Bingo Game Variants,

1. Guidelines and gaming rules as prescribed in Sections 1 and 2 above shall apply to the conduct of Bingo game variant.

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2. Bingo game variant may be categorized under special bingo game.

(c) The following rules and guidelines shall apply to the offering of Instant Games (paper-based cards or tickets) within the premises of gaming venue:

1. Selling and Playing of Instant Game Tickets

- a) Selling and playing of instant game tickets shall be confined within the gaming venue.
- b) The Operator shall post notices at strategic places within the gaming venue on prohibitions on the following:
 - i. Selling instant game ticket/s outside the gaming venue; and,
 - ii. Bringing out of purchased instant game ticket/s.
- c) The Operator shall not allow the Seller to bring instant game tickets outside the gaming venue. Before the Seller can go out of the gaming venue, all instant game tickets shall be accounted and surrendered to the Command Station.
- d) The PMT shall monitor the Operator's strict compliance with the guidelines on selling and playing of instant game tickets above.
- e) The Operator shall make a daily inventory of all instant game tickets that shall be taken in and out of the card stockroom.
- f) The Operator shall prepare and submit to CMED-EG a monthly report on the total sales and the amount of prizes paid to the winning players.

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Section 6. Game designs

The following are types of bingo patterns:

- (a) Fixed Bingo Patterns – Patterns that are stationary and game is won one-way. For example,
 1. Any straight line – vertical, horizontal, or diagonal (single or double); and
 2. Block of 9, postage stamp (cluster or double cluster).
- (b) Moving Bingo Patterns – A moving pattern is one pattern but displayed in more ways than one. A particular card or face of a multifaceted card with a winning pattern shall be declared valid even if the same winning pattern has been formed in one or other way(s) before the last ball was called. For example,
 1. Crazy patterns – T, arrow; and
 2. Postage Stamp – 2 ways.
- (c) Continuous Patterns – Patterns that are played from one game to another in a session starting from one simple pattern and progressing to a complicated one and ending with a coverall pattern with an individual prize payout. For, example,

Start: Four Corners, then: Large Frame, Finish: Coverall
- (d) Multiple Patterns – Different patterns are to be formed in any single game. Each pattern has its own corresponding prize. For a game with multiple patterns, the consolation prize for each pattern formed must be awarded to the winner, whether won separately or simultaneously with another pattern. Thus, a bingo card earlier awarded with a consolation prize in a particular game is still eligible to win another consolation prize or jackpot prize in that same game. The total guaranteed prize payout

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declared for a game with multiple patterns must be awarded to the winner(s) in full, as in any other regular game. However, in the case of a jackpot, the full amount of the jackpot prize must be awarded to the winner, thereby nullifying his right to the consolation prize for that particular game.

Section 7. Prizes for traditional bingo games

(a) Guidelines for Prizes

1. Operator shall allocate for prizes to be awarded to the winner(s) in each bingo game in any bingo session. The prizes shall be at least sixty percent (60%) of the projected, reasonable, and acceptable gross receipts from the sale of package cards and extra cards.
2. Before start of any scheduled bingo game, the Operator must announce to the playing public the specific prize(s) to be awarded in full to the winner for each game. The Operator commits to award the prizes as announced/indicated in the bingo program. In case of multiple winners, the prize shall be shared equally.
3. Prizes for bingo games shall be made available for release or payment to the winner(s) upon claim after each bingo game or bingo session but within the bingo day's operating time. For this purpose, the Operator shall put up a prize fund.
4. All prizes won in the bingo games must be claimed by the winners within the month. Unclaimed prizes at the end of the month shall be forfeited. These shall be set aside to form a common prize fund to be given later as additional prizes for special game(s) or as bonus prize in any regular or special game to be awarded within the year; otherwise, the amount shall be forfeited in favor of PAGCOR to be utilized as source of funds for responsible gaming programs. For this

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purpose, the Operator shall account for all prizes to determine those prizes that remain unclaimed, if any, as of the end of the month, using the Monthly Sales Report for Traditional Bingo.

5. Any single prize of more than Ten Thousand Pesos (PhP10,000.00) shall be subject to twenty percent (20%) final tax. The Operator shall ensure that the total prize taxes for the period covered are remitted to the BIR. The Operator shall report to CMED-EG all final taxes on jackpot prizes and proof of payment thereof within fifteen (15) days from payment or deadline of payment, whichever comes first.
6. The aggregate value of all prize payouts awarded to winners and those forfeited, including the applicable taxes imposed on these prizes, must be at least sixty percent (60%) of the total gross receipts from sale of bingo cards/tickets for the month. If the average actual payout percentage falls below the required, the difference in amount shall be set aside to form a common prize fund to be given later as additional prizes for special game(s) or as bonus prize in any regular or special game to be awarded within the year; otherwise, the amount shall be forfeited in favor of PAGCOR to be utilized as source of funds for responsible gaming programs. For this purpose, the Operator shall account for all prize payouts to determine the required amount to maintain the 60% payout, if any, as of the end of the month, using the Monthly Sales Report for Traditional Bingo.
7. Prizes in multi-level payout scheme may be adopted in bingo games using multiple types of cards priced at different amounts, provided all information and game mechanics of the scheme necessary for the players' understanding shall be made available to them as announced/explained by the bingo caller and as indicated in the bingo program or posters of the game with the scheme.

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8. Prizes in progressive bingo games continue to accumulate until a player wins the game. There are selected criteria to win the prize, provided such criteria are indicated in the bingo program/game mechanics and fully explained when announced. If the prize is not won using these criteria, the prize shall continue to accumulate and remain available until the game is won or approved revisions in the said criteria are made.
9. The Operator may offer a progressive prize scheme in bingo games. However, the prize shall be subject to capping at a specified maximum amount and to be played off once that cap has been reached. A maximum 14-day timeframe for the pay-off to occur, during which time another pot may be accumulated. The amount to be awarded is the prize pool consisting of the cap plus the accumulated amount after the cap is reached. The PMT in the gaming venue shall strictly monitor the development of this scheme, especially if it involves high-stake prizes accumulated over a specific period of time allowed.
10. Jackpot prize for regular or special games that remain "unwon" for a specified period of time of its implementation must be returned to the players by way of introducing "must go" mini-jackpot prize to be awarded per game to which the jackpot prize is attached to. The mini-jackpot prize shall be deducted from the jackpot prize until the total amount is exhausted. Another option is to set a schedule for a one-time special game wherein the jackpot prize will be given away.

(b) Record of Winners of Bingo Prizes

1. All payments of prizes for bingo games shall be accounted for and documented in a manner that affords independent verification of the amount paid and the manner of distribution to winners. Payment shall

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be properly supported by a pre-numbered duplicated prize voucher or receipt containing all information as follows:

- a) Date;
- b) Game number/session;
- c) Complete name and address of the winner;
- d) Valid ID (to be photocopied for attachment);
- e) Tax Identification Number, if single prize is more than PhP10,000.00;.
- f) Amount of cash prize; and
- g) Approval of authorized gaming venue staff.

Original copy of the prize voucher or receipt shall be furnished to the winner, and duplicate on file.

2. Prize vouchers or receipt, together with the winning card and the required supporting documents, shall form part of the bingo records.

Section 8. Cancellation of bingo games

Cancellation of bingo games shall adhere to the following rules:

- (a) Conduct of uncompleted bingo games may be allowed by PAGCOR to be cancelled provided the following conditions are met:
 1. Fortuitous events such as fire, earthquake, floods, and events of similar nature, circumstances although foreseen but unavoidable, such as riot, strike, civil disobedience, and the like, or events that are avoidable but justifiable such as prolonged power failure; and
 2. Low estimated sales turnout to be able to cover up at the least to the extent of the prize payout for the particular game, session, or day.

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(b) If cancellation is due to fortuitous events and circumstances, although foreseen yet unavoidable, the following shall apply:

1. When bingo games have started, the Operator, in consultation with the PMT, may opt to cancel the game and shall refund the price of the bingo cards to the players and announce the schedule of resumption of bingo operation.
2. During special bingo events with pre-sold bingo tickets, the Operator shall reset the scheduled event, and request for cancellation shall be submitted to the PMT in the gaming venue who in turn shall submit the same to CMED-EG together with its Incident Report on the subject cancellation. No refund shall be given.

(c) If cancellation is due to prolonged power failure, the following shall apply:

1. If the game has not started yet and the gaming venue has no back-up power supply system, the Operator, in consultation with the PMT, may suspend bingo operation only after a lapse of at least thirty (30) minutes from the start of scheduled bingo game, session or day.
2. If the game is ongoing, the Operator in consultation with the PMT, shall continue the drawing of balls "manually" until winner is declared after manual verification of the probable winning card. Succeeding games shall be automatically cancelled if the power is not restored within thirty (30) minutes from start of the next scheduled game. The Operator shall refund the price of the cards for the game or session in accordance with the formula developed for this purpose as shown in the refund schedule in the Item (e) below.
3. In cases when power is repeatedly interrupted during a game, rule no. 2 under Item (c) above shall likewise apply.

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4. In all cases PAGCOR Representatives shall submit the Incident Report thereof to CMED-EG.

(d) If cancellation is due to circumstances although avoidable but justifiable other than power failure, the following shall apply:

1. During special bingo events with pre-sold bingo tickets, the Operator shall submit notice of rescheduling of said event(s) at least two (2) days in advance to the PMT who will submit the same together with its recommendation or objection and reasons therefore to the said cancellation or re-scheduling. No refund shall be given.

(e) In those cases where refund is allowed, the amount of refund shall be based on the price of the bingo card, or pro-rata price of package of cards determined by using the following formula developed based on the prize(s) in the games in a session:

$$\text{REFUND} = \frac{\text{PRIZE PER GAME}}{\text{TOTAL PRIZES IN A SESSION}} \times \text{PRICE OF PACKAGE CARDS}$$

Example:

a. Given information:

- 3-Game Package Cards of P20.00 each
- 1st and 2nd cards have been played
- Game 3 is cancelled
- Prizes: Game 1 ----- P1,500.00
- Game 2 ----- 2,500.00
- Game 3 ----- 5,000.00
- Total ----- P9,000.00

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b. Application of formula:

$$\text{REFUND} = \frac{\text{P } 5,000.00}{\text{P } 9,000.00} \times \text{P } 20.00$$

$$\text{REFUND} = \underline{\underline{\text{P } 11.11 \text{ or P } 11.00}}$$

- (f) In cases where few players are present in a session(s) with higher/bigger payout, the Operator may be allowed to set aside the regular bingo program and implement an existing bingo program with lower/smaller payout scheme in order to minimize loss for the said session in lieu of the cancelled game(s).

Section 9. Disputed bingo games

The Operator shall adhere to the following rules in disputed games:

- (a) If it is discovered that the correct numbered balls, 1 to 75, are not in the bingo ball chamber, more than 75 balls are found to be present, or a ball is so badly damaged that it is unable to be properly mixed to ensure an opportunity to be drawn, the following shall apply:
1. If discovered before the start of the game, then the necessary changes/corrections shall be implemented and the game may start.
 2. If discovered while the game is in progress, then that game is void and shall be played over at no cost to players.
 3. If discovered after a bingo session is completed, then no game shall be replayed.
 4. If the number of cards each player is playing during the affected game can be determined, then each player shall receive the same number of cards for the replay of the game. If the number of cards cannot be determined for all players, then an equal number of bingo cards shall be given to each player.

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(b) If it is discovered that a ball was incorrectly called or improperly placed or entered into the masterboard, then one of the following shall apply:

1. If discovered immediately, then the game shall be stopped. The error shall be corrected clearly restating the incorrect call or indicating the improper placement and indicating what the correct call or placement should have been, and the game shall continue.
2. If discovered after additional balls have been called, then the game shall be stopped. The Operator shall determine whether the game can be reconstructed by recalling the game from the point of error and continuing. If the game cannot be reconstructed, the game shall be declared void and replayed. If disposable cards were being used, then the Operator shall issue replacement disposable bingo cards of equivalent value at no cost to the players to play the make-up games. If the number of cards cannot be determined for all players, then an equal number of bingo cards shall be given to each player.

Ball sequence report done manually shall be used in the precise reconstruction of the balls drawn and called.

- (c) In the case of a disputed game, if the prize has been paid to a player before the discovery of the error, the prize shall remain the property of the winner.
- (d) In the investigation of a disputed game, CMED-EG may instruct the Operator to pay the disputed prize if the preponderance of the evidence is in favor of the player.

Section 10. Activities conducted as part of bingo games

Only activities authorized by PAGCOR shall be conducted inside the Operator's gaming venue. The Operators may award prizes to winners of activities authorized by PAGCOR when such activities are conducted as part of bingo

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games. Such activities shall be deemed to be bingo games if all players paying to participate are allowed to compete equally and all prizes awarded are treated as bingo game prizes. The following activities are authorized:

- (a) Raffle. Operator shall be allowed to award prizes that are determined by a random drawing of tickets or by other random selection methods involving the numbering system with the following requirements:
 1. Rules regarding these drawings including requirements to qualify for participation are clearly posted and distinctly explained to the players;
 2. Raffle tickets or other facsimiles used to enter such drawings are awarded only to players purchasing cards to play in bingo games;
 3. Raffle tickets, from which the winners of any such drawings are selected, shall not be accumulated for a period that is no longer than ninety (90) days from start of the said promotion to the intended draw date;
 4. Operator may award prize to the raffle winner, if the following conditions are met:
 - a) The winning player shall be present during the draw date. Otherwise, he forfeits his chance and the Operator has the right to draw another raffle ticket entry.
 - b) The winning player shall be required to present upon claim of the prize the claim stub (of the winning raffle ticket entry) to establish the rightful winner.
 - c) In the event that the winning player is unable to present his claim stub, any valid ID must be presented to establish the true identity of the claimant by matching the information contained in the presented ID with that of the winning raffle ticket entry as follows:
 - i. Name of raffle ticket holder/owner

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ii. Signature of raffle ticket holder/owner

iii. Address of raffle ticket holder/owner

d) In the event that the possible winner/s fails to present any of the abovementioned requirements, it is automatically disqualified to claim the prize.

(b) "Good Neighbor" Prize Scheme. Operator may award prizes based upon the seating location of a player or players in regards to a winner of a bingo game. The following requirements must be observed prior to the awarding to "good neighbor" prizes.

1. Rules regarding this prize scheme and requirements to qualify for a prize must be clearly posted and distinctly explained to the players; and
2. A record shall be completed setting out the criterion for awarding such prizes during each session, and maintained as part of the daily bingo records.

(c) Creativity and Originality Contests. Operator may conduct contests requiring skills such as bingo tournament and the like.

(d) Second element of chance schemes may be used to increase the minimum prize for a bingo game has been determined by calling numbers or letters if:

1. Schemes do not involve the use of prohibited gambling devices.
2. This scheme is attached to or rider of a regular bingo game. It is a separate game, but a prize pool offered with a regular bingo game. It is a progressive prize scheme played with regular bingo games in a bingo program. The ability to win is tied to the winning of a regular bingo game on a specific number or bingo ball.

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3. The scheme does not require the player to risk any portion of a prize already won.
4. Every possible outcome of the scheme provides the player with an additional prize.
5. Rules of the game are clearly posted and distinctly explained to the players.
6. The Operator may award prizes/gifts in promotional games to bingo players, where the merchandize gifts shall be on the account of the Operator.

Section 11. Gross receipts from sale of bingo tickets and bingo cards

Gross receipts from sale of bingo tickets and bingo cards shall be accounted for by the Operator at the time the receipts are received from each player. The following methods are used in the operational gaming venues:

- (a) Disposable Bingo Cards - Bingo cards may be used to record gross receipts from bingo operation, if the following requirements are met:
 1. The cards in use are approved disposable bingo cards.
 2. All disposable bingo cards purchased or otherwise obtained must be controlled and accounted for by the Operator. An inventory control record shall be prepared and maintained by the Operator:
 - a) All purchase invoices, or photocopy thereof for disposable bingo cards received must be maintained in the gaming venue premises.
 - b) Manufacture packing records shall be maintained as part of the inventory control record.
 - c) The following information must be recorded for disposable cards, sheets of cards or package of cards:

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- i. Identification and inspection stamp number
 - ii. Serial number (Serial number of the top page for Package Cards)
 - iii. Number of cards in the series
 - iv. Type of card or package of cards
 - v. Purchase invoice number and date

3. The following inventory control procedures shall be implemented for all disposable bingo cards.
 - a) All disposable bingo cards shall be stored inside the cards storeroom which is properly secured.
 - b) All movements of bingo cards such as receipts from supplier, withdrawals for allocation, conversions and returns shall be properly recorded by the gaming venue Card Custodian in the bin cards. Pertinent records shall be maintained at the premises and available for inspection and checking/verification by the PMT.
 - c) Monthly Inventory Report shall be submitted to CMED-EG not later than the tenth (10th) day of the succeeding month. Said report shall be subject to checking/verification against actual inventory of cards on hand at the storeroom. Violation hereof shall result to the imposition by EGLD of sanctions.

4. Cards or sheets of cards intended for playing a single game, the following shall be recorded for each set of cards in the card preparation sheet:
 - a) Serial number
 - b) Color and/or border pattern
 - c) Value of each card or sheet
 - d) Lowest consecutive card or sheet number
 - e) Last card or sheet number issued

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- f) Missing cards or sheets per the manufacturer's/supplier's packing record
 - g) Number of cards returned
 - h) Number of cards issued
 - i) Total gross receipts from all cards
5. Package of cards to be sold and intended for playing a defined set of games within a session – the following shall be recorded for each set or package of cards in the card preparation sheet:
- a) Serial number of the top sheet or page of the package;
 - b) Color and/or border pattern of the top sheet or page of the package;
 - c) Lowest consecutive card, sheet or package number for the first package;
 - d) Card, sheet or package number of the last or highest package;
 - e) Number of packages;
 - f) Number of packages returned;
 - g) Missing package per the manufacturer's packing record;
 - h) Value of each package; and
 - i) Total gross receipts from all packages.
6. Each disposable card, sheet or package of cards from the same set or collation shall be consecutively issued at each individual sales point. Each card, sheet or package which is not issued consecutively during a session and the audit number is lower than the highest audit number issued shall be retained for a period of not less than one year. Provided that the cards, sheets or package of cards required to be retained may be sold at the next bingo session that the specific set of cards is used.

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7. Disposable cards issued for each type of sale shall be recorded separately, provided that, when more than one card or sheet number appears on a sheet of cards issued, then the primary card or sheet numbering system designated by the manufacturer shall be used to determine the beginning number sold and the ending number sold. Each time the numbering of the sheets breaks in the set, a separate entry shall be made in the records.
8. All bingo cards allocated for each regular session and floor sales for each game in a session shall be accounted in the following manner:

		PACKAGE SALES	FLOOR SALES
Card Allocation			
Less:	Returned Cards		
	Cancelled Cards		
Cards Sold			
× Price			
Total Sales			

- (b) Bingo Tickets - Bingo tickets may be used to record sales transactions from bingo operation. The following are required:
1. All bingo tickets must be printed with the following information:
 - a) Bingo tickets must be serially numbered; and
 - b) The value or the amount of money represented by each bingo ticket.
 2. Bingo tickets shall be issued consecutively starting from lowest numbered bingo ticket.
 3. All bingo tickets purchased must be accounted for by the Operator. Copy of the invoice for these bingo tickets shall be maintained in the premises and shall be made available for inspection.
 4. All bingo tickets allocated for a certain bingo event or special game shall be accounted along with the packages of cards issued in

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exchange for the tickets on the basis that each ticket entitles the holder of the corresponding package of cards.

5. The accounting procedures for bingo tickets are as follows:

a) Step 1 - Account for the sold tickets, packages of cards and claim stubs.

	QUANTITY	
	BINGO TICKETS	PACKAGE CARDS
Allocation	_____	_____
Less: Returned Cards	_____	_____
Quantity Sold	=====	=====
Claim Stub	_____	_____

b) Step 2 - Determine the total sales.

Total Tickets Sold	_____
Less: Claim Stubs	_____
Net Ticket Sold	_____
Add: Packages Sold	_____
× Package Price	P _____
Total Sales	P =====

(c) Point of Sale (POS) – POS may be used to record gross receipts from bingo operation, under the following requirements:

1. A consecutively numbered receipt shall be printed by the POS and given to customer. The receipt shall contain the following information:

- a) The name of Operator;
- b) The date;
- c) The amount of money paid for the opportunity to play each game type;
- d) The pack number;
- e) The total amount paid; and

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f) The customer receipt number.

2. The POS has the ability to assign a consecutive four-digit customer receipt number. This number system must be of a type that can only be reset by service personnel and does not return to zero at the conclusion of any period of use or power interruption.
3. The POS memory unit must retain all transactions recorded during the session, regardless of whether or not its power source is interrupted.
4. All POS receipts for voids, returns, "no sales" and any other receipts not issued to player must be retained with the daily bingo records.
5. All transactions, customer receipt numbers and control totals must be recorded and retained in the POS. Printed reports shall be retained with the daily bingo records.
6. It is a computer-based system of recording bingo-related transactions, and monitoring and control of sales (by floor sellers and cashiers) and production of the required reports. It has two functions, namely, "Cashier Function" and "Manager Function".
 - a) Cashier Function. This handles the sales of cards to players. Once the player has selected the particular packs of cards or number of cards, a receipt is automatically generated where pack number and control number are printed on the top position of the receipt and the details of the transactions including the total amount of payment. If electronic player units (like Electronic Bingo Card Daubers) are connected to POS, the stored bingo cards are downloaded from the POS to the player units which are ready for play.

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- b) Manager Function. This handles the generation of reports on gross sales-quantity of packs of cards of each type sold and summary of all transactions for the session. If an electronic player unit is connected to the POS, the POS can reboot the individual player unit, void packs of cards, print winning cards and such other details.

Section 12. Bingo games via CCTV and computer links

The following procedural guidelines shall govern the conduct and operation of the Bingo games via CCTV and computer links or Bingo Link, to ensure integrity and fairness thereof:

- (a) Before the start of the game, the production and series numbers and color and design of cards to be used for a given game must be announced as the only valid cards for the game to win a prize. All players must check their cards and surrender the same to the Command Station for exchange of new cards in case of discrepancies. The following must also be announced:
1. Pattern, ball bracket, prize payout and price of cards or package of cards.
 2. Splitting of multifaceted cards (e.g. 2ons, 3ons, 4ons, etc.) is prohibited. Split cards are not entitled to win a prize.

Each site should use a different set of bingo cards with distinct serial numbers from each other. The host site must exercise control in the assignment of sets of cards to prevent duplication of serial numbers, and thus producing multiple winners with cards bearing same serial numbers.

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- (b) A bingo ball is not officially drawn until the letter and number are completely called. The bingo ball with its corresponding letter and number as actually shown on the video screen is used for reference only.
- (c) In bingo link games, host site caller should allow a four (4) second interval before repeating the calling of the currently drawn ball, and a ten (10) second interval in between the calling of bingo balls in order to give ample time for the players with multiple cards to daub their cards, and at the same time to give allowance to the response time of the remote sites to the ball calling at the host site.
- (d) In the event of an incorrect call or incorrect ball number displayed on the flashboard, the actual ball drawn and placed on the rack shall be deemed the official ball.
- (e) In the remote sites at the start of the game, the local machine operator must place all the 75 balls in the machine ball rack and must remove the corresponding ball called/announced by the host site to prepare the site to continue the game off-link, following the guidelines in case of technical failure in the Bingo Link system below.
- (f) Should there arise, in any game played, a discrepancy between the number of the bingo ball called or announced, displayed on the flashboard/video screen, and the number of the ball drawn and placed on the rack, the last shall be deemed the official number of the ball.

In case of discrepancy between balls placed on the racks of the host site and remote site/s, the balls on the rack of the host site shall prevail.

- (g) Balls called must be daubed or marked with by a ballpoint pen or highlighter to form the winning pattern. Unmarked cards are not valid and disqualified. This does not apply to carbonized duplicated cards.

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- (h) To declare a "Bingo", the player must shout "Bingo" loud enough for the bingo caller to hear in order to relay to the host site said "Bingo" to prevent the calling of the next ball. It is the responsibility of the player to prevent the bingo caller from calling the next ball.
- (i) To declare a winning card, the winning pattern must be formed on the last ball called. Otherwise, it must be declared a sleeper under the "Sleeper Rule".
- (j) Possible winning card must be presented to the verifier for validation prior to declaration of "Good Bingo"/winners. Host site caller shall allow enough time for possible winners at the remote sites.
- (k) No payment of a prize shall be made until a possible winning card is verified/validated by the host site.
- (l) In case of two or more Bingo winners at the same or different sites, the prizes shall be divided as follows:
 - 1. Cash Prizes shall be equally divided among the winners.
 - 2. Value of the non-cash prizes shall be declared and properly disseminated to inform all concerned in the case of multiple winners.
 - 3. In case of multiple winners, the following options shall be available to the winners:
 - a) Winners may agree on how the prize should be divided either by throwing of dice, drawing of lots, or purchase of the prize by one of the multiple winners and the final winner will be awarded the said prize.
 - b) Winners shall receive their equal share of the prize based on the declared value of the item.

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- (m) Once the game is closed, the players are then advised to discard their cards. No other winner/s shall be considered after.
- (n) In case of dispute or discrepancy, the management of the venue shall have the final decision upon proper consultation with the PAGCOR representative/s in the venue.

Section 13. Guidelines in case of technical failure in the bingo link system

As a matter of procedure during bingo link games, the remote site's machine operator shall remove the corresponding ball called from the machine ball rack and set it aside in a separate box so that in case of a technical breakdown on the video link, the remote site disconnected from the link can continue the game locally without any delay using the audio link system. The following procedures shall be observed in case of failure of video link system:

- (a) In the event of a technical breakdown during the bingo link games via CCTV and computer links resulting in the failure of video link system, the disconnected site shall continue playing the game through live audio. To continue the game off-link (without video), balls called relayed through the back-up audio system must be shown by the remote site's machine operator to the camera to register the ball called on the TV monitors.
- (b) In the event of technical breakdown during bingo games via CCTV and computer links resulting in the failure of video and audio system, re-establishment or reconnection shall be attempted within fifteen (15) minutes. In the meantime, the game shall be momentarily suspended until reconnection within 15 minutes is established with the host site.
 - 1. If reconnection is established within 15 minutes, game is resumed.
 - 2. If reconnection fails after 15 minutes of attempt, the disconnected remote site or sites shall proceed with the game locally independent

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of the link games. All balls remaining on the rack of the disconnected site will be used as basis in drawing of balls to continue the game.

3. If reconnection is established after 15 minutes, the disconnected site shall rejoin only at the start of the next link game.

- (c) In the event of technical failure in the bingo link system, prize payout shall be as follows:

1. Guaranteed prize ("must go"- no ball limit).

If no reconnection is established after 15 minutes and the disconnected site continues the game locally, the prize pay-out under the link game shall be divided equally among the participating sites, provided that the equivalent share of the guaranteed prize must not be less than the prize of a regular local game with the same price of card.

2. Jackpot prize (with ball limit)

If no reconnection is established after 15 minutes and the disconnected site continues the game locally, a separate jackpot prize of the same amount under the link game shall be maintained by the disconnected site for that particular game only.

Section 14. Bingo ticket allocation and sales

The following procedures shall be observed in the allocation of bingo tickets and sales thereof:

- (a) Bingo Ticket Allocation. Each site shall be assigned a particular color of bingo tickets in order to determine the bingo ticket source and accounting of bingo tickets issuance and sales if players choose to play in other venues cluster-wide or metro-wide.

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- (b) Bingo Ticket Issuance. Monitoring of bingo ticket issuance shall be based on serial numbers and estimated quantity of bingo tickets to be sold.
- (c) Bingo Ticket Returns. Bingo tickets that are not sold at cut-off date shall be returned and accounted for in order to determine the number of bingo tickets sold.

Section 15. Gaming rules for electronic games and eBingo games

- (a) Bet is expressed in terms of credits. As the case may be, cash shall be inserted through a bill/note acceptor installed in the electronic gaming machine to earn credits for play. In some electronic gaming systems, tickets may be accepted in addition to cash.
- (b) Players have the option to choose any electronic gaming terminal and electronic game or eBingo game type they want to play.
- (c) When a prize in the pay table is won, the player's account, i.e. electronic gaming machine, is automatically credited the prize amount. Payment of prize is also expressed in terms of credits. Should the player decide to stop playing; he/she has to print the ticket or ask the cashier for encashment, as the case may be.
- (d) The ticket presented by player for encashment must be verified.
- (e) For eBingo games, encashment of all winnings/prizes shall be honored only within the same trading day, i.e. 6:00 a.m. of the current day until 5:59 a.m. of the following day.
- (f) Details of the prizes won shall remain accessible from the main menu of the electronic gaming machine until the closing time of the day.

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- (g) All paid tickets shall be retained by the Operator as part of the electronic gaming records for the day.
- (h) The Operator shall commit to adhere/abide in the implementation of the General House Rules for the orderly conduct and operation of electronic games and eBingo games.

Section 16. Prizes for electronic games and eBingo games

- (a) The Operator shall put up a prize fund sufficient to accommodate estimated payments of prizes for the day. Prize fund shall be at least two hundred fifty thousand pesos (PhP250,000.00) to cover large prizes. Partial collection may be allowed in extreme cases provided with prior CMED-EG approval.
- (b) Single prizes over ten thousand pesos (PhP10,000.00) shall be subject to twenty percent (20%) final tax. The Operator shall ensure that final tax is remitted to the BIR. The Operator shall be required to submit to CMED-EG proof of Operator's remittance of the same to the BIR on the period prescribed. The Operator shall report to CMED-EG all final taxes on jackpot prizes and proof of payment thereof within fifteen (15) days from payment or deadline of payment, whichever comes first.
- (c) All payments for winnings/prizes shall be made based on the ticket issued by the electronic gaming machine after performing the required ticket validation except via manual payments, i.e. electronic bingo vouchers, as a result of defective or uninstalled receipt printer.
- (d) Release of the jackpot prizes shall be supported by the following documents:
 1. Prize Certification, if the single prize is over ten thousand pesos (PhP10,000.00) (to include information on the amount of prize,

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electronic gaming machine number, kind of game, date, and name of winner, address, TIN and signature);

2. Photocopy of valid Identification Card (with picture);
3. Duly accomplished twenty percent (20%) Final Tax Form for the signature of the winner.

- (e) For eBingo games, all prizes won must be claimed on the same date during operating time of the electronic bingo gaming venue. Unclaimed prizes after closing time shall be forfeited in favor of the House and deducted from the total registered winnings/prizes for the day to arrive at the total paid prizes.
- (f) The Operator shall have no liability or responsibility to a player who claims a prize and is unable to submit a corresponding ticket.
- (g) The Operator shall have discharged all liabilities in relation to payment of a prize by making payment to a person who has submitted a valid ticket, or unable to claim a prize during the same bingo day. The paid ticket shall be retained as part of the Operator's electronic bingo records for the day.
- (h) The Operator shall have no liability or responsibility to a player or any person for or in respect of any failure, disruption or malfunction of the electronic bingo machine/system resulting to malfunction of transactions in the main menu of the electronic gaming machine after verification of the said failure, disruption or malfunction of the machine/system by the PMT.

Section 17. General Rules for Traditional Bingo

The following general rules shall apply to traditional bingo games and shall be posted or viewed in a conspicuous place inside the traditional bingo gaming

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venue in full view of the players before the start of a game in order to inform and bind the players to abide by the said rules.

General Traditional Bingo Rules

- (a) Before the start of the game, the production and serial number, type, color and design of cards to be used for a given game must be announced as the only valid cards for the game to win a prize. All players must check that their cards are of the correct specifications for the particular game. In case of discrepancy, player must surrender the same to the Command Station for exchange of new cards. The following must also be announced:
 1. Pattern (including number of ways), ball bracket, prize payout and cost of cards or package cards/cost of extra card.
 2. Splitting of multifaceted sheets (e.g. 2ons, 3ons, 4ons, etc.) is prohibited. Split cards are not entitled to win a prize.
- (b) A bingo ball is not officially drawn until the letter and number are completely called. The bingo ball with its corresponding letter and number as actually shown on the video screen is used for reference only.
- (c) In the event of incorrect call or incorrect ball number displayed on the flashboard, the actual ball drawn and placed on the rack (of the bingo machine) shall be deemed the official ball.
- (d) Should there arise, in any game played, a discrepancy in the number of the bingo balls called or announced between those displayed on the flashboard/video screen, and the number of the balls drawn and called, and placed on the rack, the last shall be deemed the official number of balls drawn and called.

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- (e) Balls called must be daubed or marked with a ball pen, highlighter, or bingo dauber to form the winning pattern. Daubed or marked numbers must remain clearly visible and readable. However, unmarked cards or cards without mark of the required winning patterns are not valid and disqualified to win a prize. This rule does not apply to carbonized duplicated cards.
- (f) To declare a "BINGO", the player must shout "Bingo" loud enough for the Caller to hear. It is the responsibility of the player to shout "Bingo" to prevent the Caller from calling the next ball.
- (g) A possible winning card must be presented to the verifier for validation prior to declaration of "Good Bingo"/winner.
- (h) To declare a winning card, the winning pattern must be formed on the last ball called. Otherwise, it must be declared "sleeper" under the "Sleeper" Rule.

Sleeper Rule: "Possible winning card without the last number called in the required winning pattern is invalid and disqualified."

1. **Moving Pattern.** A moving pattern is one pattern but displayed in more ways than one. A particular card or face of a multifaceted card with a winning pattern shall be declared valid even if same winning pattern has been formed in one or other way(s) before the last ball was called.
2. **Multiple Patterns.** Different patterns are formed in a single game. Most often, these patterns are continuous, starting from the simplest one and ending with a cover all (Blackout). Each pattern has its own corresponding prize payout. For games with multiple patterns, the consolation prize for each pattern formed must be awarded to the winner, whether won separately or simultaneously with another

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pattern. Thus, a bingo card earlier awarded with a consolation prize in a particular game is still eligible to win another consolation or jackpot prize in that same game. The total guaranteed prize payout declared for a game with multiple patterns must be awarded to the winner/s in full, as in any other regular game. However, in the case of a jackpot, the full amount of the jackpot prize must be awarded to the winner, thereby nullifying his right to the consolation prize for that particular pattern/game. Once a particular card or face is declared or deemed "Sleeper" in a particular pattern, the same card or face is still eligible to win other pattern/s played in the game with multiple patterns.

3. **Multifaceted Sheet.** Bingo cards may be in sets of one or more faces depending on the cut in a thirty-six (36)-face flat sheet of pre-printed bingo cards. Each face has an individual serial number and production number, which are the basic elements of a bingo card. Once a particular face of a multifaceted card is declared or deemed "sleeper", under the "Sleeper Rule", remaining faces of the same sheet can still qualify to form or win that same moving pattern or the other pattern/s played in the game with multiple patterns. Once a card or a face of a multifaceted card is declared or deemed as "sleeper", under the "Sleeper Rule", the same shall be marked "cancelled" to invalidate it.

- (i) During verification, a possible winning card must be shown on the TV monitors with the use of a document camera. Once it is declared a "Good Bingo", the winner must be paid the corresponding prize. The Operator commits to award the approved prize as announced.
- (j) In case of two or more winners, the prize/s shall be divided as follows:

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1. Cash prize/s shall be divided equally among the winners.
2. Value of the non-cash prize shall be declared and properly disseminated to inform all concerned in case of multiple winners, in which case, the following options shall be available:
 - a) Winners may agree on how the prize should be divided either by throwing of dice, drawing of lots, or purchase of the prize by one of the multiple winners and will be awarded the said prize.
 - b) Winners shall be awarded the cash equivalent of the non-cash prize or receive their equal share of prize based on the declared value of the item.

For this purpose, the Operator must submit to PAGCOR the cash receipt or sales invoice and official receipt as proofs of purchase of the prize showing its true value/amount. In the event that the Operator fails to present proof of purchase for said non-cash prizes, the prize must be paid in cash and awarded to the winners equally based on the supplier's price quotation.

- (k) Once the game is officially closed, no other winner/s shall be considered. The players are then advised to discard their cards.
- (l) On Carbonized Duplicated Card,
 1. A carbonized duplicated card is a two-part carbonized type of card and serially printed, containing numbers 1 to 15 under letter B, 16 to 30 under letter I, 31 to 45 under N, 46 to 60 under G and 61 to 75 under O.
 2. Before the start of the game, the serial number, and color of cards to be used for a given game must be announced as the only valid cards for the game to win a prize. All players must check that their cards are of the correct specifications for the particular game. In case of

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discrepancy, player must surrender the same to the Command Station for exchange of new cards.

3. Players must encircle their chosen numbers on the carbonized duplicated card with the original copy on top of the duplicate copy. The original copy must be dropped into the designated dropbox for the particular game. In case the original copy is dropped into the wrong dropbox, it shall be cancelled and replaced with a new one; its serial number shall be indicated in the replacement card.
 4. To declare a winning card, a player's encircled chosen numbers must have all been drawn and declared on the last ball called. Otherwise, the "Sleeper Rule" shall apply. A winning card is where the entries in the duplicate copy must exactly match with those of the original copy in its entirety. Cards with alteration, erasure or correction shall be declared invalid and disqualified to win. However, unnecessary markings shall not void the winning card provided such markings do not obscure the identification of the chosen numbers.
- (m) No person shall be allowed to participate in a bingo game unless personally present at the bingo hall at the time the bingo games are being conducted.
 - (n) No refunds on unused cards shall be allowed except when the game is cancelled due to unavoidable/justifiable circumstances as determined by the gaming venue management upon proper consultation with PAGCOR Representative(s).
 - (o) Silence must be observed while the game is in progress in order not to distract others in their playing of bingo.