



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

REGULATORY FRAMEWORK FOR OFFENSES AND PENALTIES

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EXECUTIVE SUMMARY

This Regulatory Framework for Offenses and Penalties shall govern and administer offenses/violations attributed to the conduct of PAGCOR licensed Operators, accredited Gaming System Administrators (GSA), Business-to-Business (B2B) Providers (i.e. Gaming Affiliates and Support Service Providers), Contractees or Licensees of Integrated Resorts.

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 and of the terms and conditions governing the accreditation of GSA and B2B Providers for the operation of game offerings duly 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 by PAGCOR in the future along with the operation of online gaming platforms by Licensees.

The provisions of this Regulatory Framework shall apply prospectively and shall repeal previous issuances, memoranda, orders, rules and regulations covering the offenses and penalties for electronic gaming operations.

By virtue of the foregoing, the provisions stated herein are laid down as the Regulatory Framework for Offenses and Penalties for Electronic Gaming Operations.

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I. GENERAL GUIDELINES

- (a) Based on the nature of the offense, each offense will correspond to penalty/fine. Penalties will be collected from the Operator/IR Licensee/GSA/Contractee/B2B Provider (Authorized Entity) or deducted from the Performance Cash Deposit posted by the erring Authorized Entity, as may be determined by PAGCOR.
- (b) In the event of non-compliance with the guidelines prescribed in the regulatory frameworks and any subsequent amendment/addendum thereto, the EGLD shall issue a "Show Cause" to the concerned Authorized Entity requiring it to provide an explanation and/or comply within fifteen (15) days, unless otherwise stated, from receipt of the same except for cases that cannot be complied with/ addressed, as determined by the EGLD.
- (c) If the Authorized Entity, is found to be non-compliant or the Authorized Entity fails to comply with Item (b) above, corresponding penalty shall be imposed as outlined under this regulatory framework. The EGLD shall issue an electronic "Notice of Non-compliance" or "Imposition of Penalty" to the said erring entity.
- (d) The Operator's privilege to operate a gaming venue may be revoked pursuant to the provisions stated in the *Regulatory Framework for the Issuance of Gaming License for the Establishment of Gaming Venue*.
- (e) The accreditation or privilege of GSAs and/or B2B Providers to maintain and to provide the Electronic Gaming System (EGS), Online Gaming Platform (OGP) and/or Support Services may be revoked depending on the severity of the infraction and/or the attending circumstances thereof. The revocation of accreditation, which may cause the forfeiture of the

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Performance Cash Deposit (PCD), shall be determined by the EGLD and subject to approval by the PAGCOR's Board of Directors.

- (f) Suspension of operation of Authorized Entity may be imposed, as determined by the EGLD, subject to the approval of PAGCOR's Chairman and CEO.

II. TABLE OF OFFENSES AND CORRESPONDING PENALTIES

- (a) A written warning shall be issued to the Gaming Venue Operator for the first offense committed for each specific violation.
- (b) **Gaming Venue Operators** (for second and subsequent offenses):

Item / Description	Penalty / Fine	Remarks
Allowing prohibited individual and unregistered player to stay and play in the gaming venue.		Refer to Gaming Licensing and Development Department's Responsible Gaming Code of Practice.
Late remittance and/or non-remittance of amount due to PAGCOR (i.e., PAGCOR Share and/or Audit Fee) within the prescribed remittance schedule for accumulated amount of PhP10,000.00 and above.	25% of the total amount due for remittance	Penalty shall be imposed on a per transaction basis (per offense). Continuous non-remittance of PAGCOR Share as evaluated by the EGLD may be subject to suspension or revocation of License.
Non-payment of player's winnings.	PhP100,000.00 or amount of the winnings, whichever is lower	Players Winnings shall include winnings on raffle draws / jackpots.

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Item / Description	Penalty / Fine	Remarks
Making any unauthorized deduction from winnings or redeemed balances of players.	PhP100,000.00 or amount of the winnings, whichever is lower	
Unauthorized suspension of operations without just cause (including failure to resume operations after the approved/allowed period of non-operation).	PhP50,000.00	Penalty is per day of offense. Notwithstanding the penalties imposed for each day of offense, continuous unauthorized suspension of operations, as defined under Article XIV (Temporary Suspension and Closure of Gaming Venue) of the <i>Regulatory Framework for Gaming Venue Operations</i> , may cause the revocation of the License.
Implementation of brand / suite of games without prior approval from the EGLD.	PhP50,000.00	
Failure to restore or update the Performance Cash Deposit (PCD) at its original level within thirty (30) calendar days from receipt of notice.	PhP50,000.00	Penalty is for every month of non-compliance, i.e. 30 days. Pro-rated on a daily basis.
Unauthorized operation of the gaming venue.	PhP200,000.00	
Non-compliance with the manual and/or electronic submission of	PhP80,000.00	If documents pertain to gaming venue, the penalty of PhP80,000.00

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Item / Description	Penalty / Fine	Remarks
documentary requirements on time.		shall be imposed on a per gaming venue basis.
Failure to submit the annual Business Permit.	PhP100,000.00	Penalty is per year of offense.
Failure to submit on time the renewal application.	PhP30,000.00	
Failure to notify EGLD within 30 days from the occurrence of the change in composition of Board members.	PhP30,000.00	
95% or less operational electronic gaming terminals or machines for a period of seven (7) consecutive days.	PhP30,000.00	Penalty is for every month of non-compliance, i.e. 30 days. Pro-rated on a daily basis.
Non-compliance with the installation of the required minimum number of electronic gaming terminals or machines	PhP30,000.00	Penalty is for every month of non-compliance, i.e. 30 days. Pro-rated on a daily basis.
Unauthorized reduction / addition / transfer / movement of terminals without prior approval from PAGCOR.	PhP50,000.00	
Unauthorized operation of electronic gaming terminals / machines without prior notification to EGLD.	PhP50,000.00	
Portable gaming terminal/s is/are found outside the gaming venue.	PhP100,000.00	

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Item / Description	Penalty / Fine	Remarks
Procurement of gaming equipment and paraphernalia without prior approval from concerned PAGCOR Evaluating Departments.	PhP200,000.00	
Failure to maintain gaming venue standards on CCTV requirements and guidelines.	PhP20,000.00	The penalty shall be on a per offense basis.
Implementation of marketing and/or promotions, including any form of advertisements, without prior approval from PAGCOR.	PhP20,000.00	
Any operational or procedural violation not covered by the above listed offenses, as determined by the EGLD.	PhP30,000.00	

(c) **Gaming System Administrators (GSA), IR Licensees, Contractees, and Business-To-Business (B2B) Providers:**

Violation	Penalty
Unauthorized operation of electronic gaming system, including online gaming platform websites, online applications, and/or other channels.	PhP500,000.00
Failure to integrate with PAGCOR's third party audit platform within the prescribed period.	PhP500,000.00
Non-adherence to the prescribed processes and operational standards as provided for in any of the applicable regulatory frameworks.	PhP300,000.00

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Violation	Penalty
Implementation of game parameter settings other than the PAGCOR-approved settings, e.g., min/max bet and RTP %.	PhP300,000.00
Allowing player registration, accepting bets, or sales outside the Philippines.	PhP1,000,000.00
Implementation of marketing promotions, including any form of advertisement, without prior approval from PAGCOR.	PhP300,000.00
Non-reporting and/or concealment of player transactions from any of the registered online gaming platform websites.	PhP300,000.00
Contracting an entity without Gaming License or EGLD's approval to implement the system and games.	PhP300,000.00
Operation of game content/s without prior PAGCOR approval. Penalty is per game content.	PhP300,000.00 Note: All income resulting from the operation of unauthorized game content/s shall be collected in favor of PAGCOR.
Access and play in the online gaming platform by banned and unregistered personalities.	PhP500,000.00 Note: If a minor has accessed and played, the penalty imposed shall be revocation of accreditation.
Non-issuance or delayed issuance of player's winnings and/or account balance or any portion thereof (on behalf of the registered Operator).	PhP100,000.00

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Violation	Penalty
Noncompliance with the submission of documentary requirements on time.	PhP300,000.00
Suspension of electronic gaming system, registered remote gaming platform website, without prior notice to PAGCOR.	PhP100,000.00
Failure to restore or update the Performance Cash Deposit at its original level within thirty (30) calendar days from receipt of notice.	PhP300,000.00 The penalty is for every month of non-compliance, i.e. 30 days. Pro-rated on a daily basis.
Offering products and/or services to unauthorized gaming entities.	PhP500,000.00
Modifying or permitting the modification of any gaming system or game without prior approval from the EGLD	PhP300,000.00
Any operational or procedural violation not covered by the above listed offenses, as determined by the EGLD.	PhP100,000.00

- (d) For succeeding offenses, the appropriate penalty may be increased as determined by the Board of Directors, upon the recommendation of the EGLD.
- (e) A succeeding offense refer to instances where the Authorized Entity has been previously found liable and penalized for the same offense on five

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(5) or more instances of violation, including cases where a written warning was previously issued. Such offenses shall be considered habitual or repetitive in nature. This applies to offenses bearing the same nomenclature or identical classification committed on separate occasions. The first confirmed violation shall constitute the first offense, the second shall be deemed the second offense, and so on.

- (f) Suspension of gaming operation or revocation of accreditation may be imposed based on severity of the offense or violation, as determined by the EGLD subject to approval to the suspension by the Chairman and CEO and approval to the revocation by the Board of Directors.
- (g) Acts or offenses not covered by the existing regulatory frameworks that substantially undermines PAGCOR's regulatory authority, or any violation of PAGCOR's issuances, laws, rules or regulations issued by the national or local government or by a competent authority shall be subject to the authority and determination of the PAGCOR's Board of Directors.
- (h) The Board of Directors may impose a penalty in the form of a fine, suspension of gaming operations and/or revocation of license depending on the severity of the offense or violation, on a case by case basis.

III. ASSESSMENT OF PENALTIES

Section 1. General guidelines

- (a) PAGCOR may issue additional list of offenses with corresponding penalties, as deemed necessary.

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- (b) Upon termination of gaming venue operations, voluntary or otherwise, the total amount of unpaid imposed penalties will be deducted from the Performance Cash Deposit (PCD).
- (c) Upon termination of accreditation of GSA or B2B Provider, voluntary or otherwise, the total amount of unpaid imposed penalties will be deducted from the PCD.
- (d) The Authorized Entities must pay to PAGCOR the corresponding regulatory sanction or penalty within a period of fifteen (15) days from the receipt of the notice of imposition of penalty, unless otherwise stated. Interest amounting to twelve percent (12%) per annum shall be imposed on any amount which remains unpaid after fifteen (15) days from receipt of the notice, pro-rated on a daily basis.

IV. MISCELLANEOUS PROVISIONS

1. Penalties paid to PAGCOR must be submitted to PAGCOR-Fund Management Department (FMD), copy furnish the EGLD, together with the duly accomplished Payment Processing Request Form (EG Form No. 2) for issuance of Official Receipt (O.R.) and proper recording.
2. The Authorized Entities must secure an O.R. from PAGCOR-FMD, as proof of its payment of the penalties. A copy of which shall be submitted to the EGLD as proof of payment.
3. PAGCOR may increase or decrease the penalties, as deemed necessary.
4. This Regulatory Framework is in consonance and shall be interpreted together with all Regulatory Frameworks covering the GSAs, IR Licensees, Operators and B2B Providers.

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5. All previous PAGCOR issuances, memoranda, orders, rules, and regulations covering the offenses and penalties for electronic gaming operations are hereby superseded by this regulatory framework.