



**LAND-BASED OPERATIONS
LICENSING AND REGULATORY GROUP**

**GAMING LICENSING AND DEVELOPMENT
DEPARTMENT**

**CASINO REGULATORY
MANUAL
FOR
LICENSED LAND-BASED
CASINOS**

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EXECUTIVE SUMMARY

This revised Casino Regulatory Manual (CRM) represents a major regulatory initiative to unify and streamline the rules governing Licensed Land-Based Casinos under PAGCOR's jurisdiction. It consolidates previously separate manuals into a single, comprehensive framework applicable to all licensed casinos.

The revision seeks to promote consistency in regulatory enforcement, eliminate duplicative provisions, and enhance operational clarity and efficiency across the industry. It reflects PAGCOR's ongoing commitment to modernize gaming regulation in response to industry developments, stakeholder engagement, and international standards.

The revised CRM covers all core areas of casino operations, including - but not limited to - casino layout and design, internal controls, surveillance, responsible gaming, compliance procedures, and reporting requirements. Existing provisions have been updated to ensure clarity, enforceability, and uniform application, while allowing for operational flexibility where appropriate.

This effort also supports PAGCOR's broader goal of enhancing transparency, accountability, and alignment with global best practices in gaming regulation.

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REGULATION 1

DEFINITION OF TERMS

Ancillary Area means any of the following areas within the casino premises:

- a. major aisles, the maximum area of which shall not exceed such limit within any part of the casino premises as PAGCOR may, from time to time, specify;
- b. back-of-house facilities;
- c. any reception or information counter;
- d. food and beverage outlets or restaurants;
- e. any retail outlet;
- f. any area designated for performances;
- g. any area designated for aesthetic or decorative displays;
- h. staircases, staircase landings, escalators, lifts and lift lobbies;
- i. toilets;
- j. such other area not intended to be used for the conduct or playing of games or as a gaming pit as PAGCOR, when defining the boundaries of the casino premises or on the application of the Licensee, may allow.

Appeal as regards patron disputes, means an appeal to PAGCOR where a Licensee and a patron of the casino are unable to resolve to the satisfaction of the patron any dispute as to alleged winnings, alleged losses or the manner in which a game is conducted.

Approved Game means a game approved by PAGCOR for play in a casino.

Approved Game Rules means the implementing rules and guidelines for the game which have been approved by PAGCOR.

Approved Gaming Equipment means gaming equipment approved by PAGCOR for use in a casino/gaming establishment.

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Approved Junket Tables shall refer to gaming tables capacity for junket play as determined using the following formula:

$$\text{Approved Junket Tables} = (25\% \times \text{Regular Gaming Tables}) + \text{Bonus Gaming Tables}$$

Artificial Intelligence (AI) refers to the use of advanced computer systems and algorithms to simulate human intelligence for enhancing operational efficiency, customer experience, and regulatory compliance.

Automatic Card Shuffler means an electronic product that has the capability to rearrange the playing cards to completely eradicate any prior pattern(s) introduced to the playing cards.

Auxiliary Table Game System means a dealer-operated electronic system that:

- a. utilize random number generators to determine game outcomes; and/or,
- b. track bets wagered, winnings and losses.

Back-of-House Facility includes a facility commonly known as a cage, a count room and such other facility ancillary to the conduct of games as PAGCOR may specify.

Ball Bracket means the minimum and the maximum range of ball limits required to hit a certain jackpot prize in a game.

Ball Limit means the level at which the count on the number of balls is fixed.

Ball Progression means the ball limit or bracket of a particular game that increases by a ball or number of balls, depending on the approved game mechanics. Ball progression stops and will be reset to its prescribed starting ball bracket once the jackpot prize is hit within the required ball limit or bracket.

Bettor an individual who participates and wagers as a player in the game offerings of the Licensee.

Bill Drop pertains to the amount of money inserted into the bill validators for play.

Bingo means a game of chance in which prizes are awarded on the basis of designated numbers on a bingo card or sheet which conform to the numbers drawn at random using a bingo system or ball draw device in order to form a winning game pattern. The game is won when a predetermined game pattern is covered on a bingo card. This refers to Traditional Bingo.

Bingo Caller means the person in charge of announcing and explaining the bingo games, general bingo rules and house rules and then calling out the drawn balls until the game is won.

Bingo Card means a paper card or sheet or used in playing bingo bearing the letters – B, I, N, G and O appearing in this order and pre-printed numbers ranging from “1” to “75” grouped in the following manner:

B	I	N	G	O
1	16	31	46	61
to	to	to	to	to
15	30	45	60	75

Bingo Day means a bingo session or series of sessions conducted in a day. It starts on the first game of the first session and ends on the last game of the last session.

Buy-in refers to the minimum amount required to get into a poker cash game. It also refers to the amount of money to participate in a poker tournament that goes to the prize pool.

Bingo Equipment means all devices and paraphernalia used to facilitate the conduct and operation of a bingo game. It includes, but is not limited to bingo system, video verification equipment, public address system, tables and chairs, ball rack, weighing scale, bingo balls, markers and others.

Bingo Game means the playing of traditional bingo.

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Bingo Game Pattern means a predetermined arrangement or figure to be formed on a bingo card which serves as a guide for players to win in a bingo game. It varies from simple patterns to complicated ones such as moving pattern (one way to four ways), multiple patterns (more than one pattern) to play or continuous pattern (simple to coverall or blackout).

Bingo Link Game means a bingo game which is conducted at a host site participated in by players in other officially designated sites linked together via the Bingo Link System.

Bingo Link System means the system used to link various bingo halls via interactive Closed-Circuit Television and Computer Link using Wide Area Network, video conferencing and audio/video equipment.

Bingo Premises means the area within the bingo venue comprising the bingo hall and support offices, facilities and amenities.

Bingo Program means an outline of bingo games/sessions conceptualized in the conduct of bingo games on a daily basis containing the information on the schedule and number of games/sessions, game pattern and prize of each game, price of bingo cards and ball limit or bracket (if any) to hit a jackpot prize.

Bingo Session means a series of bingo games consisting of not less than three (3) games to be conducted successively over a reasonable period of time which may have intermission between games.

Bingo Ticket means a pre-numbered ticket printed in a prescribed format used to redeem package of cards during special bingo events or special games. It is an instrument for the Licensee to conduct pre-selling of bingo cards intended for a particular bingo event. It certifies that a player has already purchased his/her cards on the day of the purchase of the ticket.

Bonus Gaming Tables shall refer to gaming tables designated purely for junket players.

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Bonus Prize means the prize offered in a game over and above the prize indicated in the bingo program or announced to the playing public.

Cage/Front Window means an area within casino premises at which cash and chips are deposited, and financial transactions and the paperwork necessary to support the playing of games in the casino are carried out. It is also defined as a secure area within the casino where financial transactions take place. It's where players can exchange cash for chips, redeem chips for cash, redeem winnings and handle other cash-related activities. It is a central hub for managing the flow of cash and chips/plaques.

Cancelled Credits show the cumulative amounts paid by an attendant that are in excess of the EGM credits limit and residual credits that are collected.

Card Shuffling Center/Card Room refers to a dedicated secure room with surveillance coverage where playing cards are prepared for operation.

Cash means currency notes and coins (whether of the Philippines or of a foreign country) which are legal tender and circulate as money in the country of issue.

Cash Flow Income Report reflects the cash flow activities of the electronic gaming machines. It shows the amount of money inserted into the bill validators ("Bill Drop") for play; the amount of money wagered using membership card ("Electronic In"); the cumulative amounts paid by an attendant that are in excess of the credit limit and residual credits that are collected ("Cancelled Credits"); the amounts won by the player at the end of the game that were not paid by an attendant including amounts paid by a ticket printer ("Electronic Out"); and, the cumulative amounts paid by an attendant for progressive and non-progressive hand pays ("Jackpot"). The Cash Flow Income Report computes gross gaming revenues using the following formula: Gross Gaming Revenues = Bill Drop + Electronic In – Cancelled Credits – Electronic Out – Jackpots.

Cash Game means non-tournament games played with cash chips which represent actual money, usually with no pre-determined end time with players able to enter and leave as they see fit.

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Cash In means a transaction involving the receipt of cash paid by or on behalf of a patron to a Licensee, and includes:

- a. cash received by the Licensee in exchange for chips;
- b. cash received in settlement of any debt owed by the patron to the Licensee or for the redemption of any cheque held by the Licensee; and
- c. cash inserted into a gaming machine.

Cash Out means a transaction involving the payout of cash by a Licensee to or on behalf of a patron, and includes:

- a. cash paid by the Licensee to redeem chips;
- b. cash paid (whether at the casino or at a branch office of the Licensee) upon a withdrawal made from the patron's account with the Licensee;
- c. cash paid by the Licensee as a complimentary item; and
- d. cash paid by the Licensee as winnings in any tournament, contest, or other draw or game, but does not include the payment of cash winnings derived from a jackpot obtained on a gaming machine.

Cash Rebate pertains to the amount refunded to a player which is equivalent to a percentage of net turnover as stated in Regulation 18 (Casino Player Incentives).

Casino or Casino Premises means the casino to be operated by the Licensee under the Provisional License, Authority to Operate, or any similar License or agreement, whichever is applicable, in which all gaming activities shall take place. Casino or casino premises shall be made up of gaming areas and ancillary areas.

Casino Operational Rules and Guidelines means the Casino house rules and operating guidelines, mechanics of games and income determination procedures to be formulated by the Licensee in consultation with PAGCOR (as the same may be amended or supplemented from time to time in consultation with

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PAGCOR) which shall be consistent with international gaming industry practice and allow the Licensee to effectively compete in the international market.

Casino Surveillance means the capability to observe and record activities being conducted in a licensed gaming establishment.

Casino Surveillance System means a surveillance system for casino premises comprising all the installations, devices and equipment (whether electronic or otherwise), including video cameras, audio sensors, monitors, recorders, video printers, switches, selectors and other ancillary or related equipment, with the capability to observe, monitor and record activities within and in the immediate vicinity of those casino premises.

Chip Purchase Voucher means a voucher issued by a Licensee to a patron named in the voucher entitling the patron to be issued with chips of an equivalent value.

Cluster means a group of sites linked together in the conduct of bingo games via Bingo Link System.

Controlled Data means any casino-related record other than marketing data.

Coupon means a form distributed that is redeemable for items of value used to wager on an approved table game.

Credit means the withdrawal of gaming chips from the gaming table inventory and transferred to the Cage. Credit is done so that excess gaming chips at the gaming table are transferred to the Cage to obtain the desired level of inventory.

Credit Slip means a document evidencing credit transaction.

Critical Data means any record that is used in the calculation of gross gaming revenue and does not include marketing data.

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Daily Actual Cash Flow Report shows the amount of actual cash count of the Bill Drop, Electronic In/Ticket In/Voucher In, Cancelled Credits, Electronic Out/Ticket Out/Voucher Out, Hopper Fills (if applicable) and Jackpot.

Digital Video Recording (DVR) shall mean visual images of the natural world converted into numbers and stored on tape, digital video disk, or other storage medium, for later reproduction.

Disaster Recovery Plan means written procedures, including assigned roles and responsibilities, designed to restore all or part of a casino management system capabilities in the event that the system is rendered unusable by a disaster.

Dispute refers to a disagreement between a Licensee and a patron of the casino as to alleged winnings, alleged losses or the manner in which a game is conducted.

Drop means:

- a. For table games, the total amount of money, chips, and credit vouchers and coupons are contained in the drop boxes.
- b. For electronic gaming machines, the total amount of money removed from the bill validator acceptor, or for cashless slot machines, the amounts deducted from a player's slot account as a result of electronic gaming machine play.

Drop Box means the box attached to a gaming table that is used to collect, any of the following items:

- a. Currency.
- b. Chips.
- c. Cash Equivalents.
- d. Documents verifying the extension of credit.
- e. Request for fill and credit forms.
- f. Fill and credit slips.
- g. Error notification slips.

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- h. Table inventory forms.
- i. All other accountable forms used by the Licensee and deposited in the drop box as part of the audit trail.

Electronic Gaming Machine (EGM) means any device, whether wholly or partly mechanically or electronically operated that is designated that (i) it may be used for the purpose of playing a game of chance or a game of mixed chance and skill; and (ii) as a result of making a bet on the device, winnings may become payable.

Electronic In/Ticket In/Voucher In shows the amount of money wagered using membership card or ticket or voucher. This is applicable only for electronic gaming machines with a casino management system/online system. This shall not be applicable for electronic gaming machines without a casino management system or online system.

Electronic Out/Ticket Out/Voucher Out shows the amounts won by the player at the end of the game that were paid into the membership card, or by a ticket printer or by a voucher. This is applicable only for EGMs with a casino management system/online system. Not applicable for EGMs without a casino management system or online system.

Electronic Table Game (ETG) means an electronic gaming machine comprising of a combination of a central server, player interface and all interface elements that function collectively for the purpose of electronically simulating live table game operations including but not limited to the automated collection of bets and payout winnings.

Entry Fee also called administrative or registration fee, refers to the amount of money entered by a participant into the tournament to pay the house for running the tournament and does not go to the prize pool.

EPROM means erasable, programmable, read only memory.

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Fill means refill and transfer of gaming chips from the Cage to a particular gaming table as an addition to table inventory. A fill is done so that gaming chips at the Cage are transferred to a particular gaming table to obtain the desired level of inventory.

Fill Slip means a document evidencing a fill.

Functionality Test is a procedure conducted to verify that equipment, systems, or software perform according to their intended design and operational specifications, ensuring proper functionality and compliance with applicable regulatory requirements.

Gaming Area means any area within the casino premises other than an ancillary area.

Gaming Capacity refers to the number of table games, EGMs and ETG terminals installed at a gaming area of a casino as determined under Regulation 3 Section 1 and Regulation 4 Part 1 Section 1, subject to the gaming area cap under Section 1 of Regulation 2. Gaming capacity shall exclude poker room tables.

Gaming Chip means a non-metal or partly metal representative of value issued by a licensee for use at table games at the licensee's gaming establishment.

Gaming Mix Ratio refers to the allowable percentage limit or permissible distribution ratio of each Table Game Classification as prescribed under Regulation 3 Section 3.

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

Gaming Pit means an area which casino employees may administer and supervise the games.

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Gross Bets means the total amount of the wagers placed by the Bettors in a given period.

Gross Floor Area is equal to the Constructed Floor Area (CFA). CFA is the area to be used in describing the amount of building works completed. This is the sum of all areas at all floor levels, including the following:

- a. Basements;
- b. Mezzanine floors;
- c. Balconies and utilized rooftop structures, measured to the outer face of the external walls including its external cladding, i.e. the main building lines, and measured over all partitions, columns, internal or external structures and load-bearing walls and party walls;
- d. Stair wells and lift wells;
- e. Escalator openings;
- f. Pipe and drain ducts;
- g. Cable riser shafts and the like; and,
- h. Bay windows areas.

GFA/CFA is the sum of all contiguous functional floor areas. The basis of the computation shall be the as-built plans of each project. The minimum GFA / CFA shall be 250,000 square meters. Residential condominiums, office developments and parking structures to serve occupants of the same are not creditable against this space requirement.

Gross Gaming Revenues means the total of all sums, including cheques and other negotiable instruments, whether collected or not, that is received in any month from the conduct of gaming, less the total of all sums paid out as winnings to casino players during that month in respect of gaming. This is also referred to as "Casino Gross Revenues". For purposes of this definition:

- a. Any sum received for the issue of a chip or slot machine token for the gaming is a sum received from the conduct of gaming, and any sum paid out to redeem a chip or slot machine token is a sum paid out as winnings;

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- b. In cases of any extension of credit by the Licensee to foreign players brought into the Casino, the aggregate value of chips issued in any month on credit whether by credit card transaction or otherwise, shall be deemed to be sums actually received in that month from the conduct of gaming.

Guaranteed Prize, in relation to bingo and poker, means the prize indicated in the program or announced to the playing public at the start of a game.

Hand means any player's cards.

Hand pay refers to a process wherein players winnings is paid manually.

Host Site means the main location where the core bingo activity-but not limited to the conduct of ball drawing-is being held simultaneously transmitted to the other linked sites within the cluster.

Incentive Commission means an amount allocated for player comps (i.e., travel and accommodation) which is equivalent to a percentage of net turnover as stated in Regulation 18 (Casino Player Incentives).

Independent Testing Laboratory is a third-party organization that tests and certifies gaming equipment, software, and systems to ensure fairness, security, and compliance with the prescribed technical standards.

Integrated Resort refers to a Project with a comprehensive range of world-class amenities which shall include hotel/s, casino/s and other facilities such as meeting/convention, retail and dining, and entertainment and tourism.

Internet Protocol ("IP") means the principal communications protocol in the Internet protocol suite for relaying datagrams across network boundaries. Its routing functions enable internetworking and essentially establish the Internet.

IP address means a numerical label assigned to each device (e.g. computer) participating in a computer network that uses Internet Protocol for

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communication. An IP address serves two principal functions: host or network interface identification and location addressing.

Jackpot Administrative Fees refer to the amount of money that the Licensee deducts from the jackpot rake collected from eligible poker game pots to fund a progressive jackpot promotion. The fee is subject to a ceiling determined by the Licensee based on the guidelines set by PAGCOR.

Jackpot Drop Box refers to a receptacle attached to the left underside of a poker table having a locking slot on its top through which jackpot rake is dropped.

Jackpot Increment shall refer to additional contribution/s to the jackpot which is a percentage of the bet made by the players. It is the difference between the amount of the Progressive Jackpot and its Seed Amount.

Junket Agreement means a contract or other arrangement that relates to the conduct of a junket.

Junket Operator/Promoter is a corporation incorporated in the Philippines, Partnership, One Person Corporation, or otherwise registered with the Securities and Exchange Commission (SEC) of the Philippines and is registered by PAGCOR to conduct Junket Operations off-site or within the host casino.

Junket Operation means table game operations of specific gaming areas where junket players engage in casino gaming.

Junket Player is an individual who possesses a foreign passport and invited to play in junket rooms/areas in the casino.

Junket Player Database means a collection of data on Junket Players with pertinent details such as but not limited to the junket player's full name, date of birth, nationality, passport number and validity period, which data are organized so that its contents can easily be accessed, managed and updated.

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Junket Representative/Agent means an individual who is authorized to act on behalf of the junket operator/promoter to organize, promote or conduct a junket operation.

Junket Runner refers to an individual who is employed by a junket operator/promoter to aid in the conduct of the junket and whose primary task is to assist junket players during the course of play.

License means the Provisional License, Regular Casino Gaming License, or Authority to Operate issued by PAGCOR in favor of the Licensee to establish and operate a Casino(s).

Licensee means the entity that was issued by PAGCOR a Provisional License, Regular Casino Gaming License, or Authority to Operate as the case may be.

License Fees means the fees payable to PAGCOR pursuant to the income component as indicated in the Provisional License, Regular Casino Gaming License, or Authority to Operate.

Linked Jackpot Wagering System means a group of electronic gaming machines or gaming tables linked together by a network which gaming machines or gaming tables are capable of accepting wagers and allowing players to play for common progressive prizes.

Master Gaming Report is a table games income report detailing GGR-related transactions and activities (e.g., opener, closer, fills, credits, etc.)

Match Play Coupon means a coupon issued by a Licensee to a patron which, when presented by the patron should have a wager that is equivalent to or higher than the value of the coupon.

Major Aisle means a main corridor, passage or other pedestrian thoroughfare within the casino premises leading to ancillary areas.

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Meter Reconciliation Report is an EGM income report detailing GGR-related transactions and activities (e.g., Coin in, Coin out, Bill in, Bill out, jackpot payout, etc.)

Modification, in relation to any gaming machine or approved gaming equipment, means any change:

- a. affecting the display or operation of the gaming machine or approved gaming equipment; or
- b. capable of affecting the outcome of the game played on that gaming machine or with that approved gaming equipment.

Net Turnover pertains to the amount of non-cashable or non-negotiable chips issued under a Rolling Commission Program, less any amount of returned non-cashable chips or non-negotiable chips.

Out of Service Mode indicates that an EGM is temporarily unavailable for play due to a malfunction, scheduled maintenance, or other operational issues.

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 casinos in the territorial jurisdiction of the Republic of the Philippines.

PAGCOR Monitoring Team or PMT refers to a group comprised of PAGCOR representatives assigned at the different licensed casinos and whose main task is to check the Licensee’s compliance with PAGCOR’s rules and regulations. The PMT may also be tasked to enforce said PAGCOR rules and regulations when the need arises.

Patron means any person who:

- a. opens a membership account with a Licensee; or
- b. is involved in a financial transaction with a Licensee within its casino premises, whether or not that person participates in gaming in the casino.

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Patron Dispute Committee means the committee appointed by PAGCOR to evaluate reports on patron disputes.

Payout means the actual amount paid to winning Bettors for a winning bet or wager for a specific game format.

Permutation means the configuration or ordered arrangement of bingo numbers in a bingo card which is unique from one card to another in a series, or from one series to another under the same product line.

Point-of-Sale or POS pertains to the kiosk or outlet where a betting transaction is completed (e.g., Sports Betting). It is the point at which a Bettor makes payment for the bet placed and also the point where the Licensee issues the transaction receipt for such bet.

Poker Room Table means gaming table offering “player-to-player” (P2P) type of poker games (e.g., Texas Hold’em, Omaha Hi/Low, Seven Card Stud and other P2P poker variants as approved by PAGCOR).

Pot means the total amount of money that is staked by all the players in a hand of poker game.

Power Down refers to the process of shutting down or turning off of the EGM manually for maintenance, relocation, security or other operational reasons.

Private Gaming Room shall refer to an enclosed room within the casino’s gaming area with floor-to-ceiling walls or physical barrier, which may be retractable, temporary, or permanent in nature.

Progressive Cost refers to the portion of players’ wager that contributes to a growing jackpot until it is won.

Progressive Jackpot refers to a supplemental prize made available to players of linked tables or EGMs which amount is equivalent to the Seed Amount plus the Jackpot Increment.

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Project Implementation Plan means the project costs with details of project costs per component and the implementation plan, including the detailed schedule of work, the working construction schedule referred to in Article II, Section 6, and the Spending Timetable/Projected Spending, which outlines the projected expenditures throughout the construction period.

PTZ Camera or Pan Tilt Zoom Camera means a video camera which possesses, at a minimum, pan, tilt, and zoom capabilities or features comparable thereto.

RFID (Radio Frequency Identification) refers to a technology that uses electromagnetic fields to automatically identify and track tags embedded in casino assets most notably in gaming chips, tables, and employee access cards.

Rake means taking a percentage of the pot by the house as its means of making money on the game.

Rake Drop Box refers to a receptacle attached to the right underside of a poker table having a locking slot on its top through which rake is dropped.

Reckoning Period means the three-consecutive month period of operation of the casino, within which the aggregate PAGCOR License Fees shall be reckoned. The said reckoning period shall coincide with the quarterly periods of the calendar year, i.e. January to March, April to June, July to September, and October to December.

Regular Gaming Tables shall refer to Junket and Non-junket gaming tables.

Remote Site means a site that is a recipient of the transmitted bingo games via Bingo Link System from the host site.

Release Notes means documents which describe and provide the reason for changes made to components, configurable options, settings, or versions of a casino management system.

Re-seed Amount means the subsequent guaranteed starting amount of a

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progressive jackpot after a jackpot is won which is funded by the Licensee or the reserve amount.

Reserve Amount means the sum of money available for the start of the next progressive jackpot which accumulates by an amount equivalent to a percentage of the bet made by the players.

Return To Player percentage or RTP% means the theoretical return to a player of the value of all prizes awarded by a game (including any external prize) as a percentage of all bets made on that game over a large volume of game play.

Seed Amount means the guaranteed starting amount of a progressive jackpot which is funded exclusively by the Licensee.

Server Supported EGM means an EGM that is interconnected to a Server Supported Game System for the purpose of having a selection of games available for play.

Server Supported Game System is a combination of a server and client terminal which together allows the transfer of the entire control program and game content to the client terminal for the purpose of downloading control programs and other software resources to the client terminal on an intermittent basis. The client terminal that is connected to the Server Supported Game System is capable of operating independently from the system once the downloading process has been completed.

For the purposes of Regulation 4, a server pertains to the local server which is located in the Casino and a client terminal pertains to an EGM.

Slot Machine means an electronic gaming machine that does not simulate live table games which, upon insertion of a coin, currency, token or similar object therein, or upon payment of any consideration whatsoever, is available to play or operate and payout is made automatically from the machine.

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Sports Betting form of gambling that involves betting on sports.

Surveillance Plan, means a plan showing the casino surveillance system for the casino premises.

Surveillance Room means a secure location in a licensed gaming establishment used primarily for casino surveillance.

Surveillance System means a system of video cameras, monitors, recorders, video printers, switches, selectors and other ancillary equipment used for casino surveillance.

Satellite Surveillance Equipment means surveillance monitors, recorders, remote selectors and other ancillary equipment located in an area other than the surveillance room and used for casino surveillance.

Table Game Progressive Wagering System means one or more gaming tables linked to a common progressive jackpot which gaming table/s is/are capable of accepting wagers and allowing players to play for common progressive prizes.

Trading Day means a 24-hour period which constitutes a normal business day of a casino, being the same period by which the casino keeps its books and records for business, accounting and tax purposes.

Transaction Receipt refers to the receipt issued at the POS that serves as proof of a placed bet.

Turnover-based Income Report contains the meter readings of the turnover and non-progressive approved payouts “AP” and progressive jackpot payouts “JP” which are extracted directly from the electronic gaming machines.

Video Streaming refers to the process of delivering video footages of live junket table games being held at a land-based casino to Internet Protocol addresses registered with the Licensee.

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REGULATION 2

CASINO LAYOUT

Section 1. Maximum Gaming Area

- (a) All the gaming areas within the casino premises in aggregate shall not exceed seven and a half percent (7.5%) of total auditable gross floor area¹ of the hotel-casino resort complex.
- (b) For purposes of subsection (a) above, auditable gross floor area pertains to the gross floor area covered by the hotel, casino, retail areas within and entertainment/amusement areas thereat. This excludes all areas allotted for residential developments, office developments (back-of-house facilities for hotel and casino not included), and parking buildings under concession.
- (c) The size of the Gaming area is determined using the following formula:

$$\text{Gaming Area} = \text{Table Games Area} + \text{Electronic Gaming Machines (EGMs) Area} + \text{Poker Room Area} + \text{Bingo Venue} + \text{Online Gaming Area}$$

Where:

Table Games Area = gaming table footprint x quantity of gaming tables;

EGMs Area = EGM footprint x quantity of EGMs;

Poker Room Area = poker room table footprint x quantity of poker room tables;

Bingo Venue = size of the designated venue for bingo operation;

Online Gaming Area = Online Table Games (OTG) Area and/or

Online Slot Machines (OSM) Area

¹ Gross Floor Area definition see Regulation 1.

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Note:

1. Gaming table footprint is equivalent to 27 square meters;
 2. EGM footprint is equivalent to 3 square meters;
 3. Poker room table footprint is equivalent to 27 square meters;
 4. The Online Gaming area shall not be included in the computation of the 7.5% gaming capacity.
- (d) No regulated casino games shall be conducted or played in any ancillary area of the casino, unless otherwise authorized by PAGCOR.

Section 2. Designation of Gaming Areas

The Licensee shall designate an area within the Casino for each of the following:

- (a) High Roller Tables;
- (b) Non-High Roller Tables;
- (c) Electronic Gaming Machines;
- (d) Junket Tables;
- (e) Poker Room Tables; and
- (f) Online Gaming Operation – local and offshore.

Section 3. Gaming Mix Ratios

The quantity of gaming table and EGMs to be installed in the gaming areas shall not exceed the Gaming Table mix ratio and EGMs ratio specified under gaming tables and EGMs regulations in Regulation 3 and Regulation 4, respectively.

Section 4. Gaming Area to be Unobstructed

For every gaming area, there shall at all times be a clear and unobstructed line of sight of any part within the gaming area from:

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- (a) a person standing in any other part of that gaming area; and,
- (b) any electronic or other monitoring surveillance equipment.

Section 5. Card Shuffling Center

- (a) The Card Shuffling Center may be located within the gaming area in full public view in order for card shuffling procedures to be witnessed by casino personnel and patrons or located at the back of house at the option of the Licensee.
- (b) All shuffling procedures shall be strictly supervised and subject to surveillance coverage.

Section 6. Submission of Casino Layout Plan

- (a) For the purpose of ascertaining whether the layout of any proposed casino premises complies with the requirements in these regulations, PAGCOR shall require the Licensee to submit a duly accomplished Casino Layout Plan Form (Form 1) indicating the proposed casino premises.
- (b) If a Licensee, in fitting-out the casino premises, intends to deviate from the casino layout plan under subsection (a) as submitted to and approved by PAGCOR, the Licensee shall notify PAGCOR of the intended deviation in the layout and submit a new casino layout plan comprising the documents specified in subsection (a) showing the proposed deviations.
- (c) A new casino layout plan submitted under subsection (b) for any casino premises will replace a casino layout plan earlier submitted for those premises.
- (d) A Licensee shall ensure that the casino premises are fitted out in accordance with the casino layout plan submitted under subsection

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(a) or (b), as the case may be, in respect of those premises.

Section 7. Change to Casino Layout

- (a) A Licensee shall not make any change to the layout of its casino premises after the fitting-out is completed, unless it has notified PAGCOR in writing in accordance with subsection (b) at least one (1) business day before making the change.

Any change to casino layout without prior approval from GLDD is subject to penalty.

- (b) Each notification under subsection (a) of a proposed change to the layout of the casino premises shall be covered by a Casino Layout Plan Form (Form 1).
- (c) The casino layout plan submitted to and approved by PAGCOR in respect of the casino premises before the proposed change shall be superseded to the extent that any revised floor plan or details of other changes to aspects of the casino operations are submitted to PAGCOR as prescribed under subsection (b).
- (d) A Licensee shall ensure that the proposed change to the layout of its casino premises is made in accordance with the casino layout plan under subsection (a) as submitted to and approved by PAGCOR and any revised floor plan or other documents under subsection (b) as submitted to PAGCOR.

Section 8. Minimum Hotel Room Capacity Required Prior to Issuance of Notice to Commence Casino Operations

- (a) As a pre-requisite to casino opening, a Licensee must have hotel accommodation with the following minimum room keys:



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Entertainment City Licensees	800 room keys
Clark Special Economic Zone Licensees	160 room keys
Fiesta Casino Licensees	120 room keys
Greenfield Zone Licensees	240 room keys

- (b) The weighted average floor area of all hotel room accommodations shall be as follows:

Entertainment City Licensees	at least 40 sqm
Clark Special Economic Zone Licensees	at least 30 sqm
Fiesta Casino Licensees	at least 40 sqm
Greenfield Zone Licensees	at least 30 sqm

Section 9. Gaming Capacity

- (a) Gaming capacity refers to the number of gaming tables and EGMs [i.e., slot machine (SM) and electronic table game (ETG) terminals] installed at a gaming area of a casino as determined under Regulation 3 Section 1 and Regulation 4 Part I Section 1, subject to the gaming area cap under Section 1 of Regulation 2.

Gaming capacity shall exclude poker room tables.

- (b) For the purpose of determining gaming capacity, hotel rooms shall be classified as either (a) standard rooms, (b) suite rooms or (c) villas.

For Entertainment City Licensees

- (a) A hotel room shall be classified as a standard room if its floor area is less than sixty-five square meters (65m²).
- (b) Each suite room and villa will be converted into standard hotel room equivalents, as follows:
- (i) The number of Standard Hotel Room Equivalents of each suite room will be computed as follows:

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Actual floor area of each suite room

40 square meters

- (ii) The number of Standard Hotel Room Equivalents of each villa will be computed as follows:

Actual floor area of each villa

40 square meters

- (c) The total number of Standard Hotel Rooms and Standard Hotel Room Equivalents shall be computed as follows:

Actual Number of Standard Hotel Rooms + Number of Standard Hotel Room Equivalents for Suite Rooms + Number of Standard Hotel Room Equivalents for Villas

For Clark Special Economic Zone Licensees, Fiesta Casino Licensees, and Greenfield Zone Licensees

- (a) A hotel room shall be classified as a standard room if its floor area is less than fifty square meters (50m²).
- (b) Each suite room and villa will be converted into standard hotel room equivalents, as follows:

- (i) The number of Standard Hotel Room Equivalents of each suite room will be computed as follows:

Actual floor area of each suite room

30 square meters

- (ii) The number of Standard Hotel Room Equivalents of each villa will be computed as follows:

Actual floor area of each villa

30 square meters

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- (c) The total number of Standard Hotel Rooms and Standard Hotel Room Equivalents shall be computed as follows:

**Actual Number of Standard Hotel Rooms + Number of
 Standard Hotel Room Equivalents for Suite Rooms + Number
 of Standard Hotel Room Equivalents for Villas**

REGULATION 3

GAMING TABLES

Section 1. New or Additional Gaming Tables

- (a) The gaming capacity ratio for gaming tables is one (1) gaming table for every four (4) Standard Rooms and Standard Room Equivalents.

1. A Licensee shall be entitled to a bonus gaming table capacity for foreign junket players only, as follows:

For Entertainment City Licensees

- (i) Aggregate room floor area in excess of the required minimum aggregate room floor area of 32,000 square meters shall be converted to room equivalents, using the following formula:

$$\left[\frac{\text{aggregate floor area of all rooms} - 32,000 \text{ sq.m.}}{50 \text{ square meters}} \right] = \text{room equivalents}$$

- (ii) Bonus gaming table capacity ratio is one (1) junket table for every 3.2 room equivalents computed in item (i) above.

For Clark Special Economic Zone Licensees

- (i) Aggregate room floor area in excess of the required



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minimum aggregate room floor area of 2,400 square meters shall be converted to room equivalents, using the following formula:

$$\left[\frac{\text{aggregate floor area of all rooms} - 2,400 \text{ sq.m.}}{50 \text{ square meters}} \right] = \text{room equivalents}$$

- (ii) Bonus gaming table capacity ratio is one (1) junket table for every 2.4 room equivalents computed in item (i) above.

For Fiesta Casino Licensees

- (i) Aggregate room floor area in excess of the required minimum aggregate room floor area of 2,400 square meters shall be converted to room equivalents, using the following formula:

$$\left[\frac{\text{aggregate floor area of all rooms} - 2,400 \text{ sq.m.}}{50 \text{ square meters}} \right] = \text{room equivalents}$$

- (ii) Bonus gaming table capacity ratio is one (1) junket table for every 2.4 room equivalents computed in item (i) above.

For Greenfield Zone Licensees

- (i) Aggregate room floor area in excess of the required minimum aggregate room floor area of 4,800 square meters shall be converted to room equivalents, using the following formula:

$$\left[\frac{\text{aggregate floor area of all rooms} - 4,800 \text{ sq.m.}}{50 \text{ square meters}} \right] = \text{room equivalents}$$

- (ii) Bonus gaming table capacity ratio is one (1) junket table

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for every 2.4 room equivalents computed in item (i) above.

2. Bonus gaming tables shall be designated as purely junket tables and shall maintain their junket status at any given time. It cannot be re-designated as non-junket tables.
- (b) The Licensee shall notify PAGCOR regarding the installation of new or additional gaming tables in the gaming area. The Licensee shall submit a duly accomplished Installation and/or Operation of Gaming Tables Notification Form (Form 2) to GLDD at least one (1) business day prior to installation.
 - (c) No later than one (1) business day prior to the launching of new or additional gaming tables into operation, the Licensee shall notify PAGCOR by submitting a duly accomplished Installation and/or Operation of Gaming Tables Notification Form (Form 2).
 - (d) The Licensee and PAGCOR shall conduct functionality test on the newly installed gaming tables in order to ensure that gross gaming revenues, potential gaming losses and shortages associated with a particular table are accurately recorded, calculated and reported.
 - (e) Prior to notifying PAGCOR of its intended launch date, Licensee shall ensure that:
 1. Results of the functionality test conducted are favorable; and
 2. There is sufficient surveillance coverage based on actual surveillance camera installations and camera layout as approved by PAGCOR.

Section 2. Gaming Table Movement

- (a) The Licensee shall notify PAGCOR regarding movement of gaming

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tables in the gaming area by submitting a duly accomplished Movement of Gaming Tables Notification Form (Form 3) prior to implementation.

- (b) The Licensee and PAGCOR shall conduct functionality test on the relocated gaming tables in order to ensure that gross gaming revenues, potential gaming losses and shortages associated with a particular table are accurately recorded, calculated and reported.
- (c) Prior to notifying PAGCOR of its intended operation date for relocated gaming tables, Licensee shall ensure that:
 - 1. Results of functionality test conducted are favorable; and
 - 2. There is sufficient surveillance coverage based on actual surveillance camera installations and camera layout as approved by PAGCOR.

Section 3. Gaming Table Mix Ratio

1. Onsite

- (a) Gaming tables shall be classified into three (3) types:
 - 1. High Roller Tables
 - 2. Non-High Roller Tables
 - 3. Junket Tables
- (b) The maximum ratio of Junket Tables to total gaming tables in item (a) above shall be twenty-five percent (25%). The remainder shall pertain to Non-Junket tables. Non-Junket tables shall comprise of High Roller and Non-High Roller tables. The maximum ratio of High Roller Tables is twenty-five percent (25%) of the total Non-Junket tables. The remainder shall pertain to Non-High Roller Tables.

The table below summarizes the ratios described above:



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Particulars	Allowable Table Cap % to Non-Junket	Allowable Table Cap % to Total Gaming
Non-Junket Tables		75%
• High Roller Tables	max 25%	
• Non-High Roller Tables	75%	
Junket Tables		max 25%

2. Online (Please refer to the Regulatory Framework for the Accreditation of Service Providers and Processing of System-Related Requests)

Section 4. Gaming Tables Location

High Roller Tables, Non-High Roller Tables, Junket Tables, Poker Room Tables, and Online Gaming shall be deployed in pre-approved, specific areas only.

Section 5. Re-designation of a Gaming Table

- (a) Subject to the table caps described in Section 3 (b) above and the submission of the Gaming Table Re-designation Notification Form (Form 4) to the PMT prior to implementation, a Licensee may re-designate:
 1. High Roller Table to a Non-high Roller Table or vice versa
 2. High Roller Table to Junket Table or vice versa
 3. Non-high Roller Table to Junket Table or vice versa
- (b) Upon redesignation of the gaming table, the licensee shall perform table closing and opening and drop box change in accordance with the guidelines in Regulation 16 of the Casino Regulatory Manual. The PMT shall witness such table closing and opening and drop box change procedures.
- (c) The PMT shall immediately furnish GLDD a copy of the Gaming Table Re-designation Notification Form together with the Compliance

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Monitoring and Enforcement Department – Integrated Resorts
(CMED-IR) Table Inventory Form.

Section 6. Eligible Players

- (a) Only Junket Players are eligible to play in Junket Tables. Junket Players mean foreign passport-holding players who are specially brought into the Philippines by the Licensee or its junket operator to play in junket rooms/areas of the casino.
- (b) A Junket Player can play on a Non-High Roller and/or High Roller table provided that the applicable license fees rates for Non-High Roller tables and/or High Roller tables stated under Regulation 22 are implemented.
- (c) A Non-Junket Player can play only on Non-High Roller tables and/or High Roller tables but not on Junket tables.

Section 7. Authorized Currencies

- (a) United States Dollar (USD), Hong Kong Dollar (HKD), and Philippine Peso (PhP) are allowed currencies in Junket tables. Currencies other than the aforementioned will need prior approval from PAGCOR.
- (b) United States Dollar (USD), Hong Kong Dollar (HKD), and Philippine Peso (PhP) are allowed currencies in High Roller Tables. Currencies other than the aforementioned will need prior approval from PAGCOR.
- (c) Philippine Peso is the only authorized currency in Non-High Roller Tables.
- (d) Single play currency at a time shall be implemented at each gaming table. Single play currency at a time means that only one (1) currency shall be utilized for play at any time on the gaming table. The Licensee

shall notify the PMT in writing of any change in currency prior to implementation.

Section 8. Table Limits

- (a) Table limits shall be submitted to and approved by PAGCOR prior to implementation.
- (b) Table limits shall be displayed on each gaming table.
- (c) The minimum table limit of a High Roller Baccarat and/or Blackjack Tables shall be set as follows:

United States Dollar play	USD500.00 per hand
Hong Kong Dollar play	HKD5,000.00 per hand
Philippine Peso play	PhP25,000.00 per hand

For High Roller Roulette Tables, the minimum table limit shown above shall apply on a per spin basis regardless of number of bettors.

- (d) The minimum table limits above are subject to PAGCOR's review in consultation with the Licensees, every one (1) year.
- (e) The table limits for Hong Kong Dollar play and Philippine Peso play, shall be equivalent to the following:

1. Hong Kong Dollar play:

- (i) Ten (10) times the table limits of United States Dollar play; or,

- (ii) One-fifth (1/5) of the table limits of Philippine Peso play.

2. Philippine Peso play:

- (i) Fifty (50) times the table limits of United States Dollar play; or,

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(ii) Five (5) times the table limits of Hong Kong Dollar play.

Section 9. Authorized Casino Table Games

The Licensee is authorized to operate games of chance commonly played in casinos and any variations and derivatives thereof that are approved by PAGCOR.

Section 10. Table Game Rules and Mechanics

- (a) The Licensee shall seek PAGCOR's approval on the game rules, mechanics, odds and payouts prior to implementation. The Licensee shall submit a duly accomplished New Game Request for Approval Form (Form 5) together with the game rules to GLDD.
- (b) The game rules, mechanics, odds and payouts shall be consistent with those implemented in Macau, Singapore and Nevada gaming jurisdictions.

Section 11. Gaming Table Layouts Subject to PAGCOR Approval

- (a) The Licensee shall ensure that table game layouts comply with any PAGCOR requirements and are in accordance with game rules. The Licensee shall submit the following:
 - 1. A duly accomplished Request for Approval of Gaming Table Layouts (Form 6); and
 - 2. A true-to-scale rendering or artwork in colored printout (PDF format) with specifications for the gaming table layout.
- (b) Gaming table layouts shall comply with the following minimum standard requirements:
 - 1. Name of Licensee or Casino Brand Name

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2. Designated areas for placement of the following wagers:

- Main Bet
- Proposition Bet
- Progressive Bet (when applicable)

3. All Winning Odds / Payout

Section 12. Table Game Conversion

Provided that the table game rules and mechanics are pre-approved by PAGCOR, the Licensee may make table game conversions by submitting a duly accomplished Change in Table Games Notification Form (Form 7) to GLDD and the PMT prior to implementation.

Section 13. Gaming Table Swapping

- (a) The Licensee may swap gaming tables in between pits or zones by submitting a duly accomplished Movement of Gaming Tables Notification Form (Form 3) to GLDD and the PMT at least one (1) business day prior to implementation.
- (b) The Licensee and PAGCOR shall conduct stress tests on the swapped gaming tables in order to ensure that gross gaming revenues, potential gaming losses and shortages associated with a particular table are accurately recorded, calculated and reported.
- (c) The operation of the swapped gaming tables shall be subject to the favorable results of the stress tests conducted.

Section 14. Free Hands

(a) Unlimited Free Hands in Junket and High Roller Tables

A Licensee may offer unlimited free hands over the course of a shoe subject to the following:

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1. Unlimited free hands shall apply to Baccarat and Baccarat-derivative table games only.
2. Unlimited free hands shall only be offered in junket and high roller gaming tables.

(b) Free Hands in Non-High Roller Tables

A Licensee may offer free hands in non-high roller gaming tables subject to the following:

1. Free hands shall apply to Baccarat and Baccarat-derivative table games only;
2. A maximum of six (6) free hands shall be allowed over the course of a shoe regardless of how many periods of inactivity the gaming table experiences.

Unlimited free hands may be offered to gaming tables with a minimum bet of PhP5,000.

Section 15. Progressive Wagering

The Licensee may offer table game progressive wagering and poker progressive jackpots subject to the following:

(a) Table Game Progressive Wagering Systems

1. The Licensee shall seek the approval of PAGCOR by submitting to GLDD a duly accomplished Table Game Progressive Wagering Request and Approval Form (Form No. 8) with attachment relative to the Implementing Rules and Guidelines and a certification from an ITL duly recognized by PAGCOR.

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(b) Poker Progressive Jackpots

1. The Licensee shall seek the approval of PAGCOR by submitting to GLDD a duly accomplished Table Game Progressive Wagering Request and Approval Form (Form No. 8) with attachment relative to the Implementing Rules and Guidelines and a certification from an ITL duly recognized by PAGCOR.
2. Progressive jackpots that are funded by players' money shall follow the guidelines in paragraph 2 below covering a particular jackpot, including, but not limited to, safekeeping of funds, qualifications, disqualifications, payouts, validation and payout procedure.

3. Poker Jackpot Guidelines

(i) Jackpot Rake Rules

- The Jackpot Rake is the amount collected from every eligible poker game pot to fund the Jackpot Amounts and is separate from and in addition to the Rake.
- The Jackpot Rake from every game shall be 10% of each eligible poker game pot up to a maximum of Php50.00 only. However, the Licensee may collect lower or varying (based on table blind limits) jackpot rake amounts which they deem more suitable to their operations.
- The Jackpot Rake shall not be placed in or near the rake circle, in the rake drop box, or co-mingled with gaming revenue from poker games, but in the jackpot drop box on the opposite side (left) of the

table and is separate from the Rake.

- The amount of progressive jackpot shall be conspicuously displayed in the poker room.
- At least once a day, the posted jackpot amounts shall be updated to reflect the current amounts.
- The Jackpot Drop Box will be collected and counted in the same manner as the House Drop Box.
- The Jackpot Rake is collected only once during a hand.
- The seed money for the starting jackpot shall be funded by the Licensee.
- The No Flop, No Drop policy shall be enforced.
- From the total daily jackpot rake collection:
 - **Thirty percent (30%)** shall be retained by the Licensee as jackpot administrative fee. The applicable PAGCOR license fee rate shall apply. The administrative fee shall be reflected in the daily rake collection report which includes the total rake collected for the day and total tournament entry fees, if any.
 - **Seventy percent (70%)** shall go to the progressive bad beat jackpot fund broken down as follows:

Main Jackpot Fund	70%
Reserved Jackpot Fund	30%

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- ❖ If a Licensee who is currently offering a bad beat jackpot promotion has existing 1st and 2nd reserved jackpot funds, the 2nd reserved jackpot fund shall be divided in such a way that 1/3 shall go to the reserved jackpot fund and 2/3 shall go to the main jackpot fund.
- ❖ A Licensee who wishes to make its bad beat jackpot promotion more attractive to players may seed the reserved jackpot after the main jackpot is hit.
- ❖ The Licensee shall update the progressive jackpot amount after each daily Jackpot rake count. The basis for the Progressive Jackpot award will be the current updated amount after adding the increments of the daily Jackpot rake collection to the previous amount posted. If the Jackpot has been hit prior to posting, the total prize will be adjusted to the updated amount.

(ii) Jackpot Mechanics

- Qualifying hands for a Bad Beat Jackpot must be Aces Full of Tens or better beaten by Quads or better.
- Both the winning and losing hands must be the player's best possible combination of five cards.
- Both hole cards in each player's hand must play (both hole cards must be part of the five (5) cards being played) and must go to a SHOWDOWN.



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- Both hole cards in each player's hand must be used in making the best possible five-card hand (If Four-of-a-Kind is beaten, either two of the four, or one of the four plus the kicker which plays must be in the player's two-card private hand).
- The pot must be at least twenty (20) times the big blind, and house and jackpot rake are included in the total pot prize.
- A player's Kicker must play and beat the board. There is no Jackpot if the Kicker ties the board.
- If there are more than two (2) hands involved in a Bad Beat Jackpot, then the two (2) highest hands will be considered for the jackpot. The highest hand being the WINNING HAND and the second highest hand being the BAD BEAT HAND. The others will qualify to get the table share.
- If Aces Full of Tens is beaten to qualify, at least one of the cards in the losing player's two-card private hand must be an Ace (meaning that three Aces on the board combined with a pair in a player's hand does not qualify for the bad beat jackpot).
- A player must be dealt with in the hand to qualify for a forty percent (40%) table share.
- There must be a minimum of five (5) active participants dealt in at the table to qualify for a Bad Beat Jackpot.



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- All players at the winning table shall be required to show photo IDs in order to get paid.
- The one player to a hand rule shall be strictly enforced. Violation of this rule will disqualify the hand for the Bad Beat Jackpot.
- At the discretion of PAGCOR, the winning of the Bad Beat Jackpot may be voided due to any of the following:
 - Discussion of hands during play by players
 - Violation of the ***one player to a hand rule***

(iii) Jackpot Payout

- All poker room tables that collect the same jackpot rake amount shall pay equal (100%) jackpot payouts for any jackpot hit.

However, those that collect varying jackpot rake amounts shall pay a proportionate payout based on the maximum jackpot rake amount.

For example:

Assumption: Maximum jackpot rake amount is P50.00

TABLE JACKPOT RAKE AMOUNT	JACKPOT PAYOUT
20	40% of the main jackpot
30	60% of the main jackpot
40	80% of the main jackpot
50	100% of the main jackpot

- The Main Jackpot Fund will be offered as the prize



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for the bad beat. In case the jackpot is hit, then the whole or a percentage of the reserved jackpot fund proportionate to the jackpot payout will go up to the main jackpot fund (*i.e. if the jackpot payout is only 40%, then only 40% of the reserved jackpot fund shall go up the main jackpot*).

- The total payable jackpot payout shall be divided among the following:

	Payout Percentage
Losing Hand	40%
Winning Hand	20%
Other players dealt in	40%

- Jackpot payout shall be made within seventy-two (72) hours from the time the jackpot was hit.
- A twenty percent (20%) withholding tax shall be deducted from individual payouts exceeding P10,000.
- Security disclaimers such as fouled deck, switched cards, unverifiable hand, etc. will disqualify the hand for a Bad Beat Jackpot.
- Immediate sorting of the deck used shall be effected. CCTV coverage shall be reviewed prior to paying out of prizes.

(iv) Standards for Progressive Jackpots

- All funds contributed by players into the jackpots shall be returned when won in accordance with the posted rules, subject to a thirty percent (30%) administrative fee.

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- Rules governing progressive jackpots, including the following shall be conspicuously posted:
 - The amount of funds to be contributed from each pot;
 - The type of hand it takes to win the jackpot (e.g., What constitutes a “Bad Beat”?);
 - How the promotional funds will be paid out;
 - How/when the progressive jackpot rake is added to the posted jackpot; and
 - The amount/percentage of progressive jackpot rake allocated to primary and secondary jackpots, if applicable.
- Progressive jackpot rake shall not be placed in or near the rake circle, in the rake drop box, or co-mingled with gaming revenue from poker games, but in the progressive jackpot rake drop box.
- The amount of progressive jackpot shall be conspicuously displayed in the poker room.
- At least once a day, the posted progressive jackpot amounts shall be updated to reflect the current amounts.
- All decrements to the progressive jackpot amounts must be properly documented, including the reason for the decrement.

(v) Progressive Jackpot Rake Maintenance



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- Progressive jackpot rake shall be placed in a locked drop box.
 - Persons authorized to transport the locked drop box shall be precluded from having access to the content's keys.
 - The contents key shall be maintained by the PAGCOR Monitoring Team.
4. At least once a day, the locked jackpot rake drop box shall be removed by two persons employed by the Licensee, one of whom is not a poker room personnel, and transported directly to the count room or other secure room to be counted, recorded, and verified, prior to depositing said funds to the Licensee's Treasury.
5. Funds accumulated from any progressive jackpot as approved by PAGCOR shall be forfeited in favor of PAGCOR in the event of revocation of the Provisional License of the Licensee who implemented such.
- (c) Any intended cessation of the above progressive jackpots shall require notification to PAGCOR and shall be subject to the following:
1. The Licensee shall accomplish and submit to GLDD the following:
- (i) Part 1 of the Cessation of Progressive Jackpot Notification Form (Form 68) at seven (7) days prior to the intended cessation of the progressive jackpot.
 - (ii) Part 2 of the Cessation of Progressive Jackpot Notification Form (Form 68) upon cessation of the progressive jackpot within two (2) days from cessation

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of the progressive jackpot.

2. Cessation shall only be allowed subject to any of the following conditions:
 - (i) If there is another jackpot progressive available “recipient progressive” where the jackpot increment and reserve amount (if applicable) will be transferred to; or
 - (ii) Once the progressive jackpot is hit.
3. Only the jackpot increment and reserve amount (if applicable) will be transferred to the recipient progressive. Both the jackpot increment and reserve amount shall be added to the progressive jackpot amount of the recipient progressive. The seed amount will be returned to the entity that provided for it.
4. If it is proposed that the progressive will cease operations once the jackpot is hit, any reserve amount must be added to the won jackpot amount.
5. Players should be properly notified, at least seven (7) days in advance, of the date of cessation and where the jackpot increment and reserve amount (if applicable) will be transferred to in case the progressive jackpot is not won during the period leading to the cessation date.
6. Actual progressive jackpot amount transferred to the recipient progressive shall be confirmed by the PAGCOR Monitoring Team as stated in Part 2 of Form 68.

Section 16. Baccarat Tournaments

(a) Promotional Baccarat Tournaments



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1. A Licensee may conduct promotional baccarat tournaments in order to promote the casino.
2. Player eligibility shall be at the discretion of the Licensee.
3. Baccarat tournaments shall strictly be promotional in nature. No entry fees, buy-ins or any form of joining fee shall be collected from the players.
4. Tournament chips shall be utilized solely for tournament purposes and must be returned by the player to the casino immediately at the end of each tournament session.
5. The Licensee shall seek the approval of PAGCOR on promotional baccarat tournaments prior to implementation. The Licensee shall submit a duly accomplished Promotional Baccarat Tournament Form (Form 39) to GLDD at least fifteen (15) business days prior to the tournament date

Upon approval by PAGCOR of the Licensee's request for a promotional baccarat tournament, the Licensee may proceed with the implementation upon coordination with the PAGCOR Monitoring Team.

6. Subsequent tournaments with the same terms and conditions shall require notification to PAGCOR. The Licensee shall submit a duly accomplished Promotional Baccarat Tournament Form (Form 39) together with the required documents stated in item 1(ii) to GLDD at least one (1) business day prior to the tournament date.
7. All costs and expenses including prizes for the tournament shall be considered as marketing expenses which are solely for the account of and shouldered by the Licensee.



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8. Winners' certificates redeemable for Non-negotiable chips which are awarded to tournament winners shall form part of the Drop and shall form part of Gross Gaming Revenues when wagered by the player.
9. In the event that the Licensee re-schedules a specific tournament date:
 - (i) The Licensee shall notify the CMED-IR and the PAGCOR Monitoring Team at least one (1) business day prior to the original tournament schedule.
 - (ii) Notifications shall be in writing and shall include the reasons and/or circumstances surrounding the re-scheduling.

(b) Regular Baccarat Tournaments

1. A Licensee may conduct regular baccarat tournaments subject to PAGCOR's approval. The Licensee shall submit the following to GLDD at least fifteen (15) business days a duly accomplished Regular Baccarat Tournament Form (Form 9) prior to the tournament date.
2. Subsequent tournaments with the same terms and conditions shall require notification to PAGCOR. The Licensee shall submit a duly accomplished Regular Baccarat Tournament Form (Form 9) together with the required documents stated in item 1(ii) to GLDD at least one (1) business day prior to the tournament date.
3. Buy-ins and re-buys shall form part of the table drop and included in the computation of Gross Gaming Revenues.
4. Gross Gaming Revenues shall be computed for gaming

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tables used in the tournament.

5. Registration/Entry Fees net of tournament prizes (cash plus non-cash) shall be subject to revenue sharing to be mutually agreed upon between PAGCOR and the Licensee. All other expenses (e.g., meal, accommodation, souvenir items, etc.) to be given away during the tournament shall be treated as marketing expense which shall be shouldered by and solely for the account of the Licensee.
6. Tournament chips shall be utilized specifically for tournament purposes.
7. The Licensee shall submit to CMED-IR the Tournament Revenue Summaries within forty-eight (48) hours from the end of each gaming day.
8. In the event that the Licensee re-schedules a specific tournament date:
 - (i) The Licensee shall notify CMED-IR and the PAGCOR Monitoring Team at least one (1) business day prior to the original tournament schedule.
 - (ii) Notifications shall be in writing and shall include the reasons and/or circumstances surrounding the re-scheduling.

Section 17. Increase or Decrease in Table Capital

A Licensee need not seek prior written approval of PAGCOR for any increase or decrease in the amount of table capital.

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Section 18. Poker Room Tables

- (a) The Licensee shall install and operate a minimum of four (4) poker room tables.
- (b) For Cash Games, the rake from the pot of every poker hand/deal shall be an amount equivalent to a minimum of five percent (5%) to a maximum of ten percent (10%); Provided that such amount shall not exceed the prescribed ceiling for each table game blinds in the rake schedule.
- (c) The rake schedule shall be posted by the Licensee in conspicuous places within the Poker Room Area. For instance:
 1. On each table (beside the dealer).
 2. At the front door of the poker room area, if applicable.
 3. At the Cage window, if applicable.
 4. On the walls of the poker room area, if applicable.

Section 19. Poker Tournaments

- (a) Monthly tournaments are not mandatory.
- (b) Tournaments requiring PAGCOR's prior approval
 1. The Licensee shall seek PAGCOR's approval for tournaments with:
 - (i) A guaranteed prize pool of Php1,000,000 and above.
 - (ii) Expected/estimated prize pool.
 2. The Licensee shall submit a duly accomplished Poker Tournament Form (Form 51) to GLDD at least fourteen (14) business days prior to tournament date.

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(c) Tournaments requiring prior notification to PAGCOR

For tournaments with a guaranteed prize pool below Php1,000,000, the Licensee shall notify GLDD at least three (3) business days by submitting a duly accomplished Poker Tournament Form (Form 51) together with the necessary attachments.

(d) Tournament Cancellation

1. In the event of tournament cancellation, the Licensee shall notify the PAGCOR Monitoring Team at least one (1) day prior to the event by submitting a duly accomplished Tournament Cancellation Notification Form (Form 53) which shall include reason(s) and/or circumstances surrounding the cancellation.
2. The Licensee shall ensure that the tournament cancellation will be published in appropriate publications, website or announced in the Licensee's casino premises and other places where the promotional materials were displayed.
3. The Licensee shall submit to PAGCOR a certification stating that all sold tickets have been refunded to and received by the respective ticket purchasers.

(e) The Licensee shall post pertinent game rule, house rules, jackpot rules, tournament mechanics and other pertinent information as may be required by PAGCOR.

(f) Tournament service/staff charge

1. The Licensee may be allowed to deduct a service/staff charge from tournament prize pool in accordance with the following:

Actual Prize Pool	Applicable Maximum Service/Staff Charge Rate
Php1,000,000 and above	Three percent (3%)
Below Php1,000,000	Ten percent (10%)

2. PAGCOR shall not share in the tournament service/staff charge. However, the tournament service/staff charge shall be audited by PAGCOR at any time.

(g) The Licensee shall adhere to the following tournament reporting guidelines:

1. All cash prizes and gaming fees, including but not limited to entry fees, comp entry fees, buy-ins, add-ons, re-buys, tournament certificates or other forms of revenue shall be reported to PAGCOR immediately after the conclusion of the event.
2. No cost incurred by the Licensee associated with the holding of the tournament (i.e., cash prizes given away during a raffle draw held in conjunction with a tournament) shall be deducted from entry fees before net gaming proceeds are calculated.
3. Only cash prizes awarded in the tournament may be deducted as payouts for purposes of calculating net gaming proceeds.
4. The Licensee shall not deduct the cost of any non-cash prize awarded in the tournament for purposes of calculating net gaming proceeds.
5. At the conclusion of the tournament, the Licensee shall provide PAGCOR with a list containing the following:
 - (i) Names of all winners
 - (ii) Amounts won by each

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(iii) Amount of taxes withheld as may be required by law

- (h) Key employees of the Licensee may participate in PAGCOR-sanctioned tournaments. However, said key employees shall not be allowed to play or participate in cash games.
- (i) For the scheduling and guidelines on the conduct of poker tournaments please refer to <https://www.pagcor.ph/regulatory/poker.php>.

REGULATION 4

ELECTRONIC GAMING MACHINES

The evaluation of gaming equipment serves to ensure that the operation of a casino is and remains free from criminal influence or exploitation and that gaming in a casino is conducted honestly. Hence, all gaming machines and equipment shall be designed and manufactured to allow operations of a casino to be conducted in a manner that is fair, secure, reliable and auditable.

PART I

GENERAL PROVISIONS

Section 1. Electronic Gaming Machines¹ (EGMs) Ratio

- (a) An EGM can either be an Electronic Table Game (ETG)² or a slot machine (SM)³.
- (b) The gaming capacity ratio for slot machines is four (4) SM for every two (2) Standard Hotel Rooms and Standard Hotel Room Equivalents.
- (c) Each SM shall be reckoned as one (1) EGM.
- (d) The gaming capacity ratio for ETG is two (2) ETG terminals for every two

¹ Electronic Gaming Machine definition *see Regulation 1.*

² Electronic Table Game (ETG) definition *see Regulation 1.*

³ Slot machine definition *see Regulation 1.*

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(2) Standard Hotel Rooms and Standard Hotel Room Equivalents.

- (e) Each ETG player terminal through which bets may be placed shall be reckoned as one (1) ETG.

Section 2. EGMs to Comply with PAGCOR Technical Standards and Other Requirements

- (a) All EGMs intended for use in a casino shall be certified by an Independent Testing Laboratories (ITL) duly recognized by PAGCOR and have passed the PAGCOR Technical Standards prescribed for EGMs.

As of the date of this regulation, the names of ITL duly recognized by PAGCOR are listed in Annex A.

- (b) The Licensee shall procure EGMs only from GLDD-enrolled suppliers. For the enrollment process and other supplier-related guidelines, please refer to the Suppliers Regulatory Manual at <https://www.pagcor.ph/regulatory/suppliers.php>.
- (c) PAGCOR shall require the Licensee to seek prior approval for all gaming machines by submitting to GLDD a duly accomplished Installation and/or Operation of Electronic Gaming Machines Notification Form (Form 13) prior to installation.
- (d) PAGCOR and Licensee shall conduct functionality test on all EGMs prior to commercial operation in a Casino. Functionality test shall be conducted based on a checklist which shall be prepared by the Licensee.

For licensees with casino management systems and Ticket-In-Ticket-Out (TITO) systems, the scope of functionality test of EGMs are listed in Section 3 (d) under Regulation 6 of this Casino Regulatory Manual.

- (e) PAGCOR reserves the right to reject or disapprove the operation of an

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EGM if:

1. an ITL has identified non-conformance to prescribed technical standards;
 2. functionality testing yielded unfavorable test results;
- (f) PAGCOR may require that gaming machines used in the casino comply with certain requirements, including but not limited to, internationally accepted requirements as to fairness, security, reliability, and auditability.
- (g) The Licensee may utilize a Server Supported Game (SSG) for its EGMs for the purpose of having a readily downloadable selection of game software available for play in the Casino.
1. The Licensee shall seek the prior written approval from PAGCOR on the SSG by submitting a letter request to PAGCOR-GLDD.
 2. The SSG intended for use in a casino shall be certified by a reputable ITL to have passed the technical standards for Client Server Systems.
 3. The SSG server shall be physically located in a designated secure area within the Casino premises.
 4. PAGCOR and the Licensee shall conduct a functionality test on the SSG prior to commercial operation in a Casino. Functionality test shall be conducted based on a test script which shall be prepared by the Licensee.
 5. PAGCOR reserves the right to reject or disapprove the operation of an SSG if:
 - (i) An ITL has identified non-conformance to prescribed technical standards;
 - (ii) Functionality test yielded unfavorable results.

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Section 3. Return To Player (RTP) Percentage

- (a) The total RTP percentage of a slot machine used in a casino shall be from a minimum of ninety percent (90%) to less than ninety seven percent (97%).
- (b) The total RTP percentage of an ETG machine used in a casino shall be a simulation of a live casino game.
- (c) The RTP percentage of EGMs shall be determined by the Licensee within the range as described in subsection (a) above.
- (d) A Licensee shall submit to the Gaming Licensing and Development Department (GLDD) a duly accomplished Game Parameter Settings Notification Form (Form 10) indicating the EGM parameter settings including the total RTP percentages of each gaming machine prior to its commercial operations.
- (e) A Licensee shall not make any change to the parameter settings including RTP percentage of each EGM unless it has notified PAGCOR at least one (1) business day prior to implementation.
- (f) The change to the parameter settings including RTP percentage of each EGM shall be covered in the Game Parameter Settings Notification Form (Form 10) submitted to GLDD.

Section 4. Odds, Payouts and House Advantage

- (a) The odds, payouts and house advantage of ETGs shall be similar to those of their live table equivalent games, and which Licensee shall notify PAGCOR prior to commercial operations by submitting to GLDD the Game Parameter Settings Notification Form (Form 10) duly accomplished by the Licensee's authorized signatory.

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- (b) A Licensee shall not make any changes to the parameter settings including RTP percentage of each ETG unless it has notified PAGCOR at least one (1) business day before making the change.
- (c) The change to the parameter settings including RTP percentage of each ETGs shall be covered by a Game Parameter Settings Notification Form (Form 10).
- (d) For Server Supported Gaming (SSG) EGMs, the Licensee shall provide GLDD with a list of EGM game content packages along with each game parameter settings proposed to be contained in the SSG server. The Licensee shall submit a duly accomplished Game Library Notification Form (Form 67) to GLDD at least one (1) business day prior to the operation of the SSG EGMs.
- (e) CRM Form 67 should also be used for the purpose of notification of any updates in the Game Library for additional game content packages.
- (f) For existing game content packages: Copies of the Game Parameter Settings Notification Form (Form 10) which were previously submitted to and acknowledged by GLDD indicating the parameter settings of the games listed in Form 67.
- (g) For new/additional game content packages: A duly accomplished Game Parameter Settings Notification Form (Form 10).

Section 5. Modification of EGMs

- (a) No Licensee shall modify, or permit any modification of, any gaming machine approved by PAGCOR, unless PAGCOR has been properly notified of the intended modification. The conduct of a joint meter reading with the PAGCOR Monitoring Team (PMT) shall be required in the following instances:



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1. Prior to opening and after re-sealing of logic doors
2. Prior to any planned shutdown of EGMs and after power has been restored,
 - (i) The Licensee shall notify the PMT of any EGM shutdown by submitting a duly accomplished Electronic Gaming Machine Shutdown Notification Form (Form No. 66) prior to execution.
 - (ii) Once receipt of the submitted Form No. 66 mentioned in (i) above is acknowledged, the PMT and the Licensee shall proceed to conduct the usual machine meter reading procedure. The PMT shall provide GLDD with a copy of the acknowledged form.

In the event that the EGM will entail power down, a functionality test shall be conducted on the EGMs by the licensee with the presence of the PMT once power has been restored before the EGMs are launched into commercial operations.

- (b) The Licensee shall notify PAGCOR of the following changes to the gaming machine, or game previously approved by PAGCOR:
 1. Upgrading/Downgrading of platform software/firmware or hardware component indicating current setup and proposed modification.

The Licensee shall notify GLDD by submitting at least one (1) business day prior to upgrading/downgrading the following:

- (i) A duly accomplished Electronic Gaming Machine Modification Notification Form (Form 37);

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- (ii) For platform software/firmware and game theme modification, a certification of the software version from an ITL duly recognized by PAGCOR indicating that the said upgraded platform software/firmware have passed the PAGCOR Technical Standards for EGMs; and
- (iii) For the modification of bill validators, Release Notes issued by the manufacturer/supplier indicating details of the upgrade.

The modified bill validator shall undergo functionality testing to ensure the following:

- Only valid bills of legal tender shall be accepted;
- Each valid bill shall register the actual monetary value or the appropriate number of credits received for the denomination used on the player's credit meter;
- Under no circumstances shall credits be lost if bills are accepted;
- Except if a power failure occurs during acceptance of a bill or other note, the bill validator shall give proper credits or return the note, notwithstanding that there may be a small window of time where power may fail and credit may not be given.

Bill validator functionality test shall be conducted using genuine bills to be provided by the Licensee and shall be carried out in close coordination with the Compliance Monitoring and Enforcement Department – Integrated Resorts and the PAGCOR Monitoring Team. Functionality test results should be favorable prior to

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commercial use of the modified bill validator.

2. Game Conversion of EGMs:

- (i) The Licensee shall submit to GLDD a duly accomplished Electronic Gaming Machine Game Conversion Notification Form (Form 11) at least one (1) business day prior to game conversion.
- (ii) Once receipt of the submitted Form 11 mentioned in 2.(i) is acknowledged, GLDD shall provide the PMT with a copy of the acknowledged form.
- (iii) All pre-game conversion activities such as but not limited to meter reading and RAM clear procedure shall be coordinated with the PMT.

3. Game Conversion of Server Supported EGMs:

- (i) The Licensee shall notify the PMT of the intended game change by submitting a duly accomplished Server Supported EGMs Game Conversion Notification Form (Form 11A) at least thirty (30) minutes prior to game conversion.
- (ii) Once receipt of the submitted Form 11A mentioned in 3. (i) is acknowledged, the PMT shall verify if the proposed replacement game is included in the Licensee's previously submitted game library for Server Supported EGMs. Upon verification, the PMT will provide GLDD with a copy of the acknowledged form.
- (iii) The PMT verifies the final meter reading figures indicated in Form 11A via audit logs.

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- (iv) At the pre-set time, the new or replacement game is automatically downloaded from the game server on to the machine.
 - (v) The Licensee shall provide the PMT with a copy of the report showing game change details such as but not limited to date and time, settings (before and after) and the identity of the authorized user who made the changes.
- (c) Any modification mentioned in subsections (b).1 and (b).2 above shall require the conduct of functionality testing for the purpose of assuring that all transactions relating to gross gaming revenue determination are recorded and reported by the casino management system. The functionality testing shall be conducted using the prescribed CRM Forms. The results of the functionality testing must be favorable prior to commercial operation of the EGMs.
- (d) All undertakings involving modification/upgrading of EGMs shall be carried out in close coordination with the PMT.
- (e) Any licensee who contravenes subsection (a) shall be subject to penalty.

Section 6. Revocation of Approval of EGMs

- (a) Where any approved EGM has been modified that might affect its normal operation without notifying PAGCOR, PAGCOR shall, subject to subsection (b), revoke the approval of the gaming machine for use in a casino.
- (b) PAGCOR shall not revoke the approval of the electronic gaming machines unless:
 - 1. where an instruction has been given to the Licensee requiring

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corrective action to be taken, such action has not been taken to the satisfaction of PAGCOR within the period specified in the notice; or

2. in any other case, PAGCOR has first served on the Licensee a notice in writing giving the Licensee an opportunity to show cause within a specified period why the approval should not be revoked.
- (c) PAGCOR may, after considering any submissions made by a Licensee, revoke the approval of EGMs which shall be limited only to the EGMs affected and give the Licensee written notice thereof.
- (d) Any revocation of approval of EGMs under this regulation shall take effect when the notice under subsection (c) is given or on such later date as may be specified in the notice.

Section 7. Duty of Licensee in Relation to EGMs

- (a) It shall be the duty of every Licensee to ensure that it uses or permits to be used in its casino:
1. any EGM sourced from a GLDD-enrolled supplier;
 2. any EGM which complies with PAGCOR Technical Standards for EGMs;
- (b) A Licensee which contravenes subsection (a) shall be subject to penalty.

Section 8. Final Tax on Player's Jackpot Prizes from EGMs

- (a) The Licensee shall withhold the final tax on jackpot prizes won by player from EGMs exceeding PhP10,000.00.
- (b) The Licensee shall remit the final income taxes withheld on jackpot prizes won by players in accordance with existing revenue regulations.

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- (c) Licensee has the option to shoulder the final tax on player jackpot prizes stated in subsection (a) above although remittance should still be in accordance with existing revenue regulations.

Section 9. Stock Inventory Level for EGMs

A Licensee may import such quantity of EGMs to maintain a stock inventory level no more than ten percent (10%) of the total allowed quantity of EGMs under the EGMs ratio stipulated under Part 1 Section 1 of Regulation 4.

The stock inventory does not include machines due for permanent decommissioning and ship-out.

Section 10. Movement of EGMs in the Gaming Area

A Licensee shall notify PAGCOR of any intended movement of EGMs in the gaming area by submitting the Movement of Electronic Gaming Machines Notification Form (Form 12) to GLDD.

Section 11. Electronic Gaming Machine Tournament

General Guidelines

- (a) An EGM Tournament is an organized event whereby players have the opportunity to engage in competitive play against other players using slot machines or electronic table games.
- (b) An EGM tournament shall be classified into two (2) types:
1. Regular Electronic Gaming Machine Tournament
 2. Promotional Electronic Gaming Machine Tournament
- (c) Each EGM used in the tournament must be equipped with a program,

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which allows for tournament mode play unless offline machines are used for tournament purposes.

Live EGMs may be used provided that:

1. A joint meter reading shall be conducted by the Licensee and the PMT before and after the event;
 2. Any jackpot amount hit shall be returned to the progressive meter; and
 3. Progressive jackpot meter increment shall be retained, if applicable.
- (d) For tournaments utilizing tournament credits or non-negotiable credits, the games shall not increment any mechanical or electro-mechanical meters unless they are meters designed exclusively for use with tournament software and shall not communicate any tournament- related accounting information to the system. Tournament credits shall have no cash value.
- (e) The Licensee shall provide the PMT a report detailing electronic accounting meter readings derived from the casino management system for each of the electronic gaming machines designated for tournament play right before the machines are switched to tournament mode. The PMT shall subsequently confirm the submitted meter readings.
- (f) Upon conclusion of the tournament, the Licensee shall also provide PMT with a report detailing electronic accounting meter readings of each of the electronic gaming machines used in the tournament derived from the CMS right after these machines are reverted back to normal mode of play. The PMT shall likewise confirm the submitted meter readings.
- (g) In the event that the Licensee needs to revise the tournament schedule, the Licensee shall notify GLDD and PMT through e-mail at least one (1) business day prior to the original tournament date and time which

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shall include the reason(s) and/or circumstances surrounding the re-scheduling.

- (h) In the event of tournament cancellation, the Licensee shall:
1. notify GLDD copy furnished PMT at least one (1) day prior to the event by submitting a duly accomplished Tournament Cancellation Notification Form (Form 53) which shall include reasons and/or circumstances surrounding the cancellation;
 2. ensure that the tournament cancellation will be published in appropriate publications, website or announced in the Licensee's casino premises and other places where the promotional materials were displayed.

Regular Electronic Gaming Machine Tournament

- (a) The Licensee may conduct a regular EGM tournament subject to PAGCOR's approval. The Licensee shall submit a duly accomplished Electronic Gaming Machines Tournament Form (Form 57) to GLDD at least fifteen (15) business days prior to the tournament date.
- (b) Subsequent tournaments with the same terms and conditions shall only require notification to PAGCOR. The Licensee shall submit a duly accomplished Electronic Gaming Machine Tournament Form (Form No. 57) to GLDD at least one (1) business day prior to the tournament date along with the required Tournament Implementing Rules and Guidelines (IRG).
- (c) Buy-ins and re-buys credited to the tournament card and wagered by the players shall form part of the slot win/loss computation and must reflect as part of Gross Gaming Revenues.
- (d) Non-negotiable credits which are awarded to tournament winners when



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wagered by the player shall form part of the slot win/loss computation and must be reflected as part of Gross Gaming Revenues.

- (e) Expenses (e.g., meal, accommodation, souvenir items, etc.) to be given away during the tournament shall be treated as marketing expense which shall be shouldered by and solely for the account of the Licensee.
- (f) The Licensee shall submit to PMT the Tournament Revenue Summary within forty-eight (48) hours from the end of the tournament.

Promotional Electronic Gaming Machine Tournament

- (a) The Licensee may conduct an EGM tournament in order to promote the casino. This tournament shall strictly be promotional in nature. No entry fees, buy-ins or any form of joining fee shall be collected from the players.
- (b) Player eligibility shall be at the discretion of the Licensee.
- (c) The Licensee shall seek the approval of PAGCOR on promotional EGM tournament prior to implementation by submitting a duly accomplished Electronic Gaming Machines Tournament Form (Form 57) with accompanying IRG to GLDD at least fifteen (15) business days prior to implementation date.
- (d) Subsequent tournaments with the same terms and conditions shall only require notification to PAGCOR. The Licensee shall submit a duly accomplished Electronic Gaming Machine Tournament Form (Form No. 57) to GLDD at least one (1) business day prior to the tournament date along with the required Tournament IRG.
- (e) All costs and expenses including prizes for the tournament shall be considered as marketing expenses which are solely for the account of and shouldered by the Licensee.

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Section 12. Multi-Currency EGMs

1. General Guidelines

- (a) Licensees may implement multi-currency features in their EGMs subject to the approval of PAGCOR.
- (b) The Licensee shall submit to GLDD the following:
 1. Copy of the Certificate of Registration to operate as a Money Changer (MC) / Foreign Exchange Dealer (FXD) issued by the Bangko Sentral ng Pilipinas (BSP).
 2. Implementing Rules and Guidelines which shall contain the following at the minimum:
 - (i) Location of area where EGMs with multi-currency features shall be installed.
 - (ii) Accepted type of currency and corresponding denomination.
 - (iii) Internal control process.
 - (iv) Approval Matrix of the Maintenance of Foreign Exchange Rates.
 - (v) Compliance with the Anti-Money Laundering (AMLC) requirements.
 - (vi) Documentation and Reporting Requirements.
- (c) The maximum cash-in must be consistent with the PAGCOR-approved maximum limit of the EGM and shall also be in compliance with the threshold set by the AMLC.
- (d) Foreign currencies cash-in for gaming purposes, shall be converted to its Philippine Peso (PhP) equivalent only. The foreign exchange rate to be used in the EGMs shall be the prevailing BSP Rate.

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2. Accepted Currency

- (a) Philippine Peso (PhP) shall be the base currency for all the gaming activity of EGMs with multi-currency feature.
- (b) Only the foreign currency included under List I of the Reference Exchange Rate Bulletin shall be subject for multi-currency exchange.
- (c) Any changes in the acceptable currency for the EGMs shall be subject to prior notification with PAGCOR.
- (d) For the EGMs with multi-currency feature, bill validators must be configured to also accept other applicable currencies aside from those stated in the Philippine Standards for Electronic Gaming Machines version 1.0 (i.e., Philippine Peso, United States Dollar and Hong Kong Dollar).

3. Maintenance of Foreign Exchange

- (a) The daily updating of the foreign exchange rate shall be done at the PMT's Office and should be witnessed by the PMT along with representatives of the Licensee.
- (b) The approved foreign exchange rate for the day shall be effected using the following guidelines:
 - 1. The BSP day's rate as of 5:00 pm published on BSP's website shall be used for recording the following day's transactions.
 - 2. During holidays and weekends, the prevailing foreign exchange rate for the preceding day shall be used.

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- (c) In the determination of the multi-currency EGM income after collection, the exchange rate of the preceding day shall be the applicable rate.
- (d) Licensee must ensure that the effected daily foreign exchange rate is integrated and recorded correctly in the Casino Management System.
- (e) The Licensee shall immediately notify the PAGCOR Monitoring Team in the event that any issues arise during the operation of multi-currency EGM.

PART II

LINKED JACKPOTS

Section 1. Details of Linked Jackpots

- (a) Linked jackpots should be submitted to GLDD for approval prior to operation.
- (b) Information submitted to PAGCOR pertaining to linked jackpots shall contain:
 1. a detailed description of the manner in which the linked jackpots operate, including the game rules and parameters, return to player percentage and treatment of accumulated money upon termination of the linked jackpots;
 2. specifications and description of all equipment to be used in connection with the linked jackpots; and,
 3. detailed information on the location of linked jackpot equipment, layout and access controls of any room to be used for monitoring of the linked jackpot arrangement.

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Section 2. Linked Jackpots

- (a) No Linked jackpots between a casino in the Philippines and any place outside the country shall be allowed;
- (b) For linked jackpots between/among licensed casinos, the licensee/s shall request approval from PAGCOR prior to implementation.
- (c) Any licensee that contravenes subsection (a) shall be subject to penalty.
- (d) Any intended cessation of the above progressive jackpots shall require notification to PAGCOR subject to the procedural requirements stated in subsection (c) under Section 15 Regulation 3 of this Casino Regulatory Manual.

Section 3. Prohibited Linked Jackpot Arrangement

- (a) A linked jackpot arrangement which is operated and administered by a third-party other than a Licensee is prohibited.
- (b) A linked jackpot arrangement is operated and administered by a third-party if the same has control over the operation, maintenance or use of the linked jackpot equipment used in connection with the linked jackpot arrangement.

PART III OTHER PROVISIONS

Section 1. Authority of the PAGCOR Monitoring Team to Stop the Game, etc., Until Corrective Action is Taken

- (a) Where the PAGCOR Monitoring Team knows or reasonably suspects that any EGM in a casino:

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1. does not comply with PAGCOR technical standards for EGMs;
2. has been modified without the prior permission of PAGCOR; or
3. has failed in the manner in which it was designed and programmed to function or in accordance with the PAGCOR Technical Standards for EGMs or any other requirements in notices given by PAGCOR in relation to that EGM or class of EGM, the PAGCOR Monitoring Team may:
 - (i) stop the use of, or stop any game that uses, the gaming machine/equipment, for such time as may be required to investigate the matter or until the PAGCOR Monitoring Team is satisfied that corrective action has been taken in respect of that gaming equipment; and
 - (ii) if necessary for the purpose of investigating any suspected contravention of any provision of these Regulations made herein, seize the gaming machine/equipment or any part thereof.

(b) PAGCOR may order the Licensee:

1. to take such corrective action (including replacement, repair or re-certification by a reputable and independent testing laboratory) as may be necessary to ensure that the electronic gaming machine referred to in subsection (a) complies with these Regulations, within a specified period; and
2. to cease the use of such gaming machines until corrective action is taken or the direction is revoked.

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Section 2. EGM Random Access Memory (RAM) Clear

- (a) The Licensee shall notify and coordinate with the PMT prior to the conduct of a RAM clear of an EGM.
- (b) Prior to RAM clear, the Licensee shall accomplish and submit the following CMED-IR forms to the PMT:
 1. Machine Verification Checklist from the Licensee
 2. Job Order Form (Form 45)
 3. Jackpot Certification Form (Form 46)
 4. EGM Meter Data
 5. Stress Test Checklist (Form 47)
 6. Bill and play Test (Form 48)
 7. Slot Break Seal/Seal Back Form (Form 49)
- (c) The Licensee and the PMT shall jointly conduct a meter reading of the particular EGM prior to RAM clear.

Section 3. Sealing of EPROMs and Logic Doors of Electronic Gaming Machines

- (a) All Erasable Programmable Read Only Memories (EPROMs) and logic doors of EGMs shall be sealed. The Licensee shall provide the PMT with serialized seals for this purpose. The sealing and unsealing of the EPROMs and Logic Doors of each EGM shall not be undertaken without the presence of the PMT.
- (b) All serialized seals shall be monitored and controlled by the PMT. Custody and safekeeping of unused serialized seals shall be done by the PMT.
- (c) All serialized seals installed on EPROMs and logic doors of EGMs shall

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be intact and untampered.

- (d) All used serialized seals shall be turned over to the Licensee for disposal, every first week of January of the following year.

REGULATION 5

GAMING EQUIPMENT

The gaming equipment shall be designed and manufactured to allow operations of the casinos to be conducted in a manner that is fair, secure, reliable and auditable.

PART I

GENERAL PROVISIONS

Section 1. Compliance of Gaming Equipment with Technical Requirements

- (a) The Licensee shall procure gaming equipment only from GLDD-enrolled suppliers who have passed accreditation by the Licensee under the accreditation process as defined under Regulation 11 of this Casino Regulatory Manual.
- (b) All gaming equipment intended for use in a casino shall be certified by a duly recognized ITL to have passed the prescribed technical requirements relating to that gaming equipment.
- (c) As of the date of these regulations, the names of ITL duly recognized by PAGCOR are listed in Annex A.
- (d) Where there has been a revision to the technical requirements, PAGCOR may, by notice in writing in any particular case, require a Licensee to make such modifications to any gaming equipment as may be necessary to comply with any of the revised technical requirements.
- (e) PAGCOR may from time to time, by notice in writing given to a Licensee,

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require that any gaming equipment for use in any casino comply with certain requirements, including but not limited to, requirements as to additional testing or reporting to be carried out on the gaming equipment.

Section 2. Modification of Gaming Equipment

- (a) No licensee shall modify, or permit any modification of, any approved gaming equipment, unless the prior permission of PAGCOR has been obtained for the modification.
- (b) The Licensee shall seek the approval of PAGCOR for any modification of the gaming equipment previously approved by PAGCOR by submitting a request with an attached certification from ITL on the modified gaming equipment.
- (c) Any licensee who contravenes subsection (a) shall be subject to penalty.

Section 3. Revocation of Approval of Gaming Equipment

- (a) Where any approved gaming equipment has been modified without the prior permission of PAGCOR, the approval of the said gaming equipment may be revoked subject to subsection (b).
- (b) PAGCOR shall not revoke the approval of the gaming equipment unless:
 - 1. A directive has been issued to the Licensee requiring corrective action to be taken, such action has not been taken to the satisfaction of PAGCOR within the period specified in the notice; or
 - 2. in any other case, PAGCOR shall first serve on the Licensee a notice in writing giving the Licensee an opportunity to show cause within a specified period why the approval should not be revoked.

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- (c) PAGCOR may, after considering any submissions made by a Licensee, revoke the approval of the gaming equipment and give the Licensee written notice thereof.
- (d) Any revocation of approval of gaming equipment under this regulation shall take effect when the notice under subsection (c) is given or on such a later date as may be specified in the notice.

Section 4. Duty of Licensee in Relation to Gaming Equipment

- (a) It shall be the duty of every Licensee to ensure that it does not use or permit to be used in its casino:
 - 1. any gaming equipment which is not approved by PAGCOR or the approval of which has been revoked;
 - 2. any gaming equipment found to be non-compliant with set technical requirements as contained herein; or
 - 3. any approved gaming equipment which has been modified without the prior permission of PAGCOR.
- (b) A Licensee which contravenes subsection (a) shall be subject to penalty.

PART II

TECHNICAL REQUIREMENTS

Section 1. Table Games

- (a) Auxiliary Table Game Systems

These requirements apply to auxiliary table games systems¹.

¹ Auxiliary Table Game System definition *see Regulation 1*.

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For the avoidance of doubt, table game systems that automate the functions of accepting wagering instruments as well as making of payouts are not auxiliary table game systems and are not subject to the requirements of these standards.

1. Every auxiliary table game system such as use of AI, RFID and any other system, shall contain a proven and robust mechanism which has the capability to internally authenticate that program files and/or support files had not been corrupted or altered prior to use or loading. Such mechanisms shall prevent further operation of any auxiliary table game system if unexpected data or inconsistencies are found.
2. If a Random Number Generator “RNG” is present and used to determine game outcomes, the RNG shall comply with the Random Number Generator requirement under the technical standards for Electronic Gaming Machines.
3. If the system simulates an existing live table game, the RNG shall comply with the Live Game Correlation requirement under the technical standards for Electronic Table Games.
4. PAGCOR shall accept certifications from ITL on ETG which have been tested and passed PAGCOR Technical Standards for EGMs
5. If the system assists in the tracking of bets, winnings and losses, the system shall contain a mechanism to allow the review and reconstruction of the gaming activity of at least five (5) previous games.
6. Role-Based Access Control, whereby users are only allowed access to programs and menu items related to their job functions,

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shall be supported.

PAGCOR reserves the right to request test report(s) from a recognized ITL to demonstrate compliance with any or all technical requirements.

(b) Non- Electronic Card Shoes

1. Every non-electronic card shoe shall bear the name or logo of the licensee, or any form of artwork that would indicate that the non- electronic card shoe belongs to a particular licensee.
2. The lip of the non-electronic card shoe shall be designed with bristles.
3. The body of the card shoe and the card shoe lid shall be constructed using solid material, with no loose panel that may conceal any hidden compartment.
4. The roller shall be constructed using solid material, with no loose panel that may conceal any hidden compartment. Any wheel on the roller shall be able to move freely.
5. The roller shall be designed so that when positioned at the top of the ramp, it will roll to the bottom of its own accord.
6. The card shoe shall be designed to facilitate the dealing of cards without revealing their face value.
7. The card shoe shall not leave any marking on the cards that may assist, help or otherwise allow any person to predict or project the outcome of a game.
8. The card shoe shall be secured to preclude the possibility of viewing the cards.

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(c) Electronic Card Shoes

1. Every electronic card shoe shall bear, at a minimum, the following information:
 - a. the name of manufacturer;
 - b. a unique serial number; and
 - c. the model number.
2. The body of the card shoe and the card shoe lid shall be constructed using solid material, with no loose panel that may conceal any hidden compartment.
3. The roller shall be constructed using solid material, with no loose panel that may conceal any hidden compartment. Any wheel on the roller shall be able to move freely.
4. The roller shall be designed so that when positioned at the top of the ramp, it will roll to the bottom of its own accord.
5. The card shoe shall be designed to facilitate the dealing of cards without revealing their face value.
6. The card shoe shall not leave any marking on the cards that may assist, help or otherwise allow any person to predict or project the outcome of a game.
7. There shall be mechanisms and controls in place to prevent the tampering of any card loaded into the electronic card shoe.
8. If the electronic card shoe is capable of recognizing rank and suit, it shall:
 - a. Ensure accuracy in the card recognition technology;

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- b. Not provide any information that may be used to compromise the game.
9. If the electronic card shoe is capable of displaying the game results, the displayed results shall be accurate.
10. In the event of error, there shall be an appropriate indicator to signify the presence of an error. If an LCD screen is present, an error message shall be displayed.
11. Any change to password access shall be made by authorized personnel.
12. Program files shall be stored in non-alterable memory devices, or if not, write protection shall be in place.
13. Every electronic card shoe shall contain a proven and robust mechanism which has the capability to internally authenticate the program files and/or support files have not been corrupted or altered prior to use or loading. Such mechanisms shall prevent further operation of the card shoe if unexpected data or inconsistencies are found.

(d) Electronic Shufflers

1. The shuffler shall be identifiable at a minimum with the following information:
 - a. Name of manufacturer;
 - b. Unique serial number; and
 - c. Model number.
2. The shuffler shall have the ability to grip the playing cards and shall not leave any marking that may assist, help or otherwise aid

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any person to predict or project the outcome of a game.

3. The shuffler shall be secured to preclude the possibility of viewing of cards being shuffled.
4. During shuffling, the shuffler shall have mechanisms and controls to prevent the tampering of any playing card loaded to the shuffler.
5. There shall be mechanisms in place to detect the opening of shufflers during operation, upon which the shuffling and dealing processes shall stop.
6. Any change to password access shall be made by authorized personnel.
7. Program files including the Random Number Generator (RNG) algorithm, shall be stored in:
 - a. Non-alterable memory devices;
 - b. Memory devices with the implementation of write protection; or,
 - c. Memory devices with sufficient proprietary control and mechanisms set in place by manufacturers to restrict modification access.
8. Every shuffler shall contain a proven and robust mechanism which has the capability to internally authenticate the program files and/or support files have not been corrupted or altered prior to use or loading. Such a mechanism shall prevent further operation of the shuffler if unexpected data or inconsistencies are found.
9. If the shuffler is capable of recognizing rank and suit, it shall:
 - a. Ensure 99.99% accuracy in its card recognition technology;

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- b. Not provide real time information that can be used to aid in projecting the outcome of the game, tracking of the cards played and cards remaining to be played, analyzing the probability of the occurrence of an event relating to the game, or analyzing the strategy for playing or betting to be used in the game; and,
 - c. Restrict access to the history of game(s) played only to authorized casino personnel.
10. If the shuffler is capable of card counting, it shall ensure 99.99% accuracy in the counting mechanism.
11. If the shuffler is capable of hand formation, it shall ensure the correct number of playing cards per hand.
12. In the event of an error, the shuffler shall cease operation and there shall be an appropriate indicator to notify the casino personnel. If an LCD screen is present, a message describing the type of error shall be displayed.
13. The shuffler shall be designed to completely eradicate any pattern(s) introduced to the playing cards.
14. If the shuffler has the dealing capability, it shall ensure all hands dealt are random.
15. The use of an RNG shall result in shuffling outcomes that are proven, via the application of recognized statistical tests, to be:
 - a. Statistically independent;
 - b. Uniformly distributed over their range; and,
 - c. The seeding and re-seeding shall be randomly determined



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and shall not be under operator control.

16. The range of values produced by the RNG shall be adequate to provide sufficient precision and flexibility required by the mechanical implementation of the shuffler.
17. Numbers generated from the RNG shall be scaled down to usable values required by the mechanical implementation of the shuffler, while maintaining the randomness of the number sequence over the new range.

(e) Dice

1. The weight of the dice shall be equally distributed throughout the dice and no side shall be heavier or lighter than any other side.
2. The dice shall be in the shape of a cube where all edges have equal dimensions, and all corners are identical.
3. Each side of the dice shall be flat with identical texture and finish.
4. The markings on each side of the dice shall be perfectly flushed with the area surrounding them, with no other indentation or embossing.
5. The dice shall be transparent and shall bear a unique identifying feature of a Licensee or any other form of artwork that would indicate that the dice belongs to a particular Licensee. The dice should also contain a unique "set" number to identify a complete 5 die set for use on Craps game.

(f) Money Wheels

1. The money wheel shall have its weight distributed throughout.

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2. The money wheel shall be made of non-magnetic substances to prevent interference from magnetic sources.
3. The design of the money wheel, the number of different symbols and the number of compartments shall be based on the game rules.

(g) Pai-Gow Tiles

1. Each Pai-Gow tile shall be in the shape of a rectangular block and shall be made of non-transparent black material.
2. The dimensions of each tile shall be identical to every other tile in the set.
3. Each side of each tile, with the exception of the front side, shall be identical in terms of surface, texture and finish as all the other sides.
4. The front side of each tile shall contain dots that are identical, except in terms of color, as every other dot.
5. The dots on the front of the tiles shall either be red or white or both.
6. Each tile within a set shall not contain any additional markings, symbols or design on the back and sides that will enable identification of the tile.

(h) Roulette Wheels

1. The roulette wheel shall have its weight distributed evenly throughout.
2. The roulette wheel and ball shall be made of non-magnetic

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substances to prevent interference from magnetic sources.

3. The cylinder shall be constructed and designed to rotate and move freely of its own accord, but all affixed parts of the roulette wheel shall be secure and free from movement.
4. The ball pockets or compartments on the ring shall be designed so that any individual compartment shall:
 - a. Be precisely the same as every other compartment in terms of dimensions;
 - b. Be evenly spaced; and,
 - c. Enable a roulette ball to land and rest easily and smoothly within the compartment.
5. The design of the roulette wheel and the number of compartments shall be based on the game rules.
6. The roulette wheel shall bear the name or logo of a Licensee or any other form of artwork that would indicate that the wheel belongs to a particular Licensee.
7. The roulette wheel shall be calibrated by the Licensee regularly.

Section 2. Electronic Gaming Machines

(a) Progressive Controller for EGMs

1. It is a device or system which collects data from EGMs and is used to control, manage, and administer progressive jackpots.
2. A certification of the progressive controller from an ITL (GLI-12 or its equivalent) must be submitted to GLDD prior to its

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implementation.

3. The Licensee must secure the physical location of the Progressive Controller, and it must be accessible to authorized personnel only. The PAGCOR Monitoring Team shall conduct an inspection to check that the progressive controller is placed in a secure location.
4. The Licensee must seek approval by submitting a duly accomplished Electronic Gaming Machine Modification Form (Form 37) to GLDD at least one (1) business day prior to intended date of implementation for any change in the jackpot system including the progressive controller that might affect the integrity and/or outcome of the game. The use of security seal or tamper-proof sticker must be implemented in the event that requires the opening of Progressive Controller cage or main door.

(b) EGM Peripheral

The Licensee must seek approval by submitting a duly accomplished Electronic Gaming Machine Modification Form (Form 37) to GLDD at least one (1) business day prior to intended date of implementation for any change in EGM peripheral such as Bill Validator, Ticket Printer, and similar items.

PART III

OTHER PROVISIONS

Section 1. Authority of the PAGCOR Monitoring Team to Stop the Game, etc., until Corrective Action Taken

- (a) Where the PMT knows or reasonably suspects that any gaming equipment in a casino:

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1. being gaming equipment, is not approved gaming equipment or does not comply with set standards; or
2. has been modified without the prior permission of PAGCOR;

the PMT may stop the use of, or stop any game that uses, the gaming equipment, for such time as may be required to investigate the matter or until the PMT is satisfied that corrective action has been taken in respect of that gaming equipment.

(b) PAGCOR may, order the Licensee:

1. to take such corrective action (including replacement, repair or re-certification by a recognized ITL) as may be necessary to ensure that the gaming equipment referred to in subsection (a) complies with these Regulations, within a specified period; and
2. to cease the use of such gaming equipment until such corrective action is taken or the direction is revoked.

REGULATION 6

CASINO MANAGEMENT SYSTEM

Section 1. Components of a Casino Management System

(a) A Casino Management System (CMS) has two major components:

1. Table Game Accounting, Monitoring and Control System. This system is primarily tasked with accurately calculating and reporting the transactions associated with table games and identifying winnings, potential losses and shortages. The system also highlights table profitability on a near to real-time basis to assist in the identification of table game fraud and unusual player losses that may warrant player support. The system consists of servers along with their associated databases and terminals (i.e.

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gaming table terminals, pit terminals, cage terminals, etc.) connected to the server.

2. Slot Machine Online Monitoring and Control System. This system continuously monitors each electronic gaming machine via a defined communication protocol or other secured transmission method. The system is primarily tasked to provide logging, searching and reporting of gaming significant events, collection of individual electronic gaming machine financial and meter data, reconciliation of meter data against hard and soft counts, and system security.

The CMS shall be capable of extracting data in CSV (Comma Separated Values) or Excel format.

(b) The following CMS modules shall not be subject to these regulations:

1. Membership and player tracking; and,
2. Marketing and promotions system or solution (management of bonus points, coupons and rewards for redemption, complimentary and loyalty programs, etc.), the functionality of which is to enable casino operators to identify, differentiate and reward target players with promotional items based on a number of pre-defined criteria such as game play metrics, and then monitor and analyze the effectiveness of these promotions to identify player preferences, determine optimal criteria and maximize results.

Provided that the aforementioned shall not in any way affect the determination and reporting of Gross Gaming Revenues.

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Section 2. CMS to be Provided by the Licensee

- (a) The Licensee shall determine the CMS to be used in the Casino for purposes of accounting, monitoring, control and reporting of transactions of cage, chip bank, table games and EGMs.

The Licensee shall provide access to its CMS to the authorized PMT for viewing and extraction of data.

- (b) The Licensee shall notify PAGCOR in writing of the name and version of the CMS which the Licensee intends to use in the Casino and submit a certification from an ITL duly-recognized by PAGCOR stating that the particular name and version of the CMS has passed prescribed technical standards.
- (c) Until PAGCOR has formulated the Philippine technical standards for CMS, the following standards shall be implemented:
1. GLI-13 Standards, or its equivalent, for Online Monitoring and Control Systems (MCS) and Validation Systems in Casinos;
 2. GLI-16 Standards, or its equivalent, for Cashless Systems in Casinos; and,
 3. Table Game Accounting, Monitoring and Control Systems in Casinos.
- (d) The CMS shall be approved by PAGCOR prior to implementation.
- (e) The CMS shall be capable of recovering from an outage, loss of service, or disaster, and shall utilize, at a minimum, the following:
1. Provide data redundancy which permits the complete and prompt recovery of both controlled data¹ and critical data² and unimpeded

¹ controlled data definition see *Regulation 1*.

² critical data definition see *Regulation 1*.

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operations of the CMS.

2. Backup capability that enables the Licensee to create periodic copies of both controlled data and critical data on a storage device which shall be separate from the device containing the controlled and critical data.

A Licensee shall install a master server and slave servers. Slave servers shall be replications of the master server transactions and shall likewise function as reporting servers. The Licensee shall determine the quantity of slave servers depending on the size of casino operations.

A Licensee shall maintain a server infrastructure, either on-premise or cloud-based, that includes all essential components necessary to support the core operational, transactional, and regulatory functions of a CMS.

3. Environmental protection designed to protect critical hardware from a disaster.
 - (f) The Licensee shall ensure that it is capable of recovering both critical data and controlled data after a disaster and has a disaster recovery plan¹.
 - (g) The CMS software shall not permit critical data to be altered unless the CMS software provides a record of the modification. The record shall include, at a minimum:
 1. The authorized user who made the adjustment;
 2. The date of the adjustment;
 3. The reason and description of the adjustment;

¹ disaster recovery plan definition see *Regulation 1*.

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4. The result of the adjustment; and,
5. System audit trail.

The default system setting of a modification of critical data shall be in “disabled” mode.

- (h) The Licensee shall have a Service Level Agreement with the vendor/system provider indicating the services to be provided.

Section 3. Pre-operational Requirements for the Implementation of the CMS in a Casino

- (a) The Licensee shall conduct the following activities to the satisfaction of PAGCOR, with the aim of obtaining a good understanding of the CMS features and functionalities for purposes of determining and monitoring Gross Gaming Revenues:
 1. product demonstration and overview;
 2. comprehensive training, simulation and walk- through; and,
 3. such other activities as may be required by PAGCOR.
- (b) PAGCOR representatives shall attend all pre-operational activities stated in subsection (a) above.
- (c) The Licensee shall submit the following to PAGCOR for reference:

No later than thirty (30) days prior to the conduct of activities stated in subsection (a) above:

1. System Documentations:
 - (i) System Manual;
 - (ii) Contact Information of customer support group;
 - (iii) User Manual; and,
 - (iv) Operations Manual.

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2. System Infrastructure Diagram showing the connectivity between the CMS including servers, applications, databases, their description and use of each client/node.
3. A written certification stating that the Licensee has a System Security Plan in place for the network and applications including hardware and software used/for use.

No later than three (3) days after the conduct of activities stated in subsection (a) above:

1. Inventory list of Information and Communications Technology (ICT) equipment including all servers used/for use for the CMS containing the following information:

- (i) device type;
- (ii) brand/model;
- (iii) device serial number;
- (iv) description and use; and,
- (v) physical location.

PAGCOR reserves the right to inspect the Casino's data center, or any place where the ICT equipment is installed/stored with prior written notice to the Licensee.

2. List of CMS Modules for use by the PMT for monitoring purposes, including but not limited to the following:

- (i) Chip bank status display. This shows the status of current and ongoing (requested or initiated but not completed or cancelled) inventory tray issues and returns, fills and credits, drop box issuances and collections.
- (ii) Cashier status display. This summarizes the financial



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position of each of the head cashier locations.

- (iii) Log on. This allows the user to log in to the system.
- (iv) Incident log. This allows the user to access the incident log.
- (v) Audit log. This shows the log ons and log offs and commands executed.
- (vi) The number of open tables display. This shows the number of open and trading tables on the Casino floor.
- (vii) Significant events. This shows the most unusual transactions from gaming tables with respect to drop, win and recently requested fills.
- (viii) Cash inventory report. This report lists the amounts of coins, chips, each denomination of local currency and each type of other commodity (i.e. bet certificates) entered into the casino management system for each drop box.
- (ix) Master game report. This shows the daily win/loss amounts for each gaming table, which includes the following:
 - Drop;
 - Opening table inventory;
 - Fills;
 - Credits;
 - Ending table inventory;
 - Win/loss;
 - Win/drop percentage; and,
 - Error reconciliation.

The master game report has three types:

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- Estimated master game report. This shows the daily win/loss amount prior to encoding the drop box soft count.
 - Soft count master game report. This report incorporates the drop box soft count figures. This report may be subject to adjustments and subject to the confirmation of the soft count data.
 - Final master game report. This report is generated after the confirmation of the soft count data.
- (x) Seal register report. This report shows the list of seal numbers assigned to drop boxes.
- (xi) Bill collection inventory report. This report describes the breakdown of total bills collected and counted.
- (xii) Chip bank financial report. This report reconciles the total amount of fills and credits during the chip bank trading day vis-à-vis the total value of fills and credits on the Master Game Report during the table trading day.
- (xiii) Chip Reconciliation Report. This report lists the closing table and chip bank inventories and calculates unredeemed chips by chip set and denomination.
- (xiv) Turnover meters report;
- (xv) Cash flow meters report;
- (xvi) Actual cash flow report; and,
- (xvii) Modifications log.



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- (d) Functionality test shall be conducted by PAGCOR representatives on the CMS for the purpose of ensuring that all transactions relating to gross gaming revenue determination are recorded and reported by the CMS. The Licensee shall provide a test environment to be used by PAGCOR representatives for such purposes. Functionality test shall cover the following scope:

1. Table Games:

- (i) Drop box issuance, change, and collection;
- (ii) Table Opening;
- (iii) Fills;
- (iv) Credits;
- (v) Table Closing;
- (vi) Computation of win/loss per gaming table;
- (vii) Generation of a master game report and the validation of all test transactions against the master game report;
- (viii) Table limits;
- (ix) Progressive table games; and,
- (x) such other transactions that will affect the determination of Gross Gaming Revenues.

2. Electronic Gaming Machines:

- (i) Return-to-player settings;
- (ii) Pay Table verification;
- (iii) Bill test;
- (iv) Ticket-In Ticket-Out (TITO) functionalities;
- (v) Beginning and ending meter readings and meter validation of:
 - TO - turnover
 - AP - automatic prize

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- JP - jackpot
- CR - credit
- CC - cancelled credit
- CI - cash in/ticket in/voucher in
- CO - cash out/ticket out/voucher out
- BD - bill drop

- (vi) Betting on minimum and maximum limits;
- (vii) Credit transfers from EGM to player's account and vice versa.
- (viii) Generation of turnover meters report, cash flow meter report and actual cash flow report, and validation against actual EGM meter readings; and,
- (ix) such other transactions that will affect the determination of Gross Gaming Revenues.

3. Cage:

- (i) Soft count of drop boxes and bill stackers;
- (ii) Cash inventory report;
- (iii) Fills;
- (iv) Credits;
- (v) Table capital/float issuances and receipts;
- (vi) Beginning and ending chip bank inventory/financial reporting;
- (vii) Gaming chip exchanges (from cash to gaming chip and vice versa) at the Cage;
- (viii) Generation of reports and tallying of reported figures under items i. to vi. with Table Games and EGMs transactions reports as listed under items 1 and 2 above; and,
- (ix) such other transactions that will affect the determination of Gross Gaming Revenues.

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4. CMS Security Access for use by the PAGCOR Monitoring Team for monitoring purposes.
- (e) For operational casinos where functionality test shall be conducted in a live environment, the Licensee shall perform a database back-up prior to the commencement of the functionality test.
 - (f) Implementation of the CMS in the Casino shall be allowed by PAGCOR subject to the favorable results of the functionality test being conducted as mentioned in subsection (d) above.

Section 4. CMS Version Upgrade

- (a) The Licensee may conduct a version upgrade of the CMS subject to the approval of GLDD on the proposed version upgrade.
- (b) The Licensee shall submit a letter seeking GLDD's approval for the version upgrade stating the new version of the Casino with the following attachments:
 1. Certification from an ITL duly recognized by PAGCOR stating that the particular name and version of the CMS complies with prescribed technical standards.
 2. Certification from the Licensee that the intended revision or upgrade will not alter Gross Gaming Revenue computation.
 3. Report on the Overview of the version upgrade including the features and functionalities of the new version; and,
 4. New version of Release Notes.
- (c) The following activities shall be undertaken for PAGCOR representatives to evaluate the proposed version upgrade:

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1. Presentation by the Licensee on the overview of the version upgrade highlighting the differences in features and functionalities between the new and current versions.
2. Parallel run of reports under the new and current versions shall be performed by the Licensee and PAGCOR representatives, and which shall cover the following activities:
 - (i) Reports generation (daily, weekly/cumulative weekly and monthly) under the current and new versions of the following:

Table Games:

- Master game report;
- Progressive Costs report;

Electronic Gaming Machines:

- Turnover meters report;
- Cash flow meters report; and,
- Actual cash flow report;

Cage:

- Chip bank financial report;
- Bill collection Inventory report;
- Cash Inventory report;

- (ii) Comparison of the generated reports under the current and new versions as listed above ensuring that all transactions relating to gross gaming revenue determination are recorded and reported by the CMS;
- (iii) Identification and resolve of variances, if any, pertaining

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to the computation of Gross Gaming Revenue.

- (d) GLDD shall grant the Licensee approval to install the new version if the reports generated under the new and current versions as described in paragraph 2.(i) above resulted in a zero variance.
- (e) The Licensee shall furnish PAGCOR representatives with a checklist of migration activities from the current version to the new version. PAGCOR representatives may witness said migration activities.
- (f) Prior to the installation, change or upgrade of the CMS hardware and software, the Licensee shall ensure that it has the ability to revert back to the previous state without impacting the integrity of any critical data and system software.
- (g) The Licensee shall perform database back-up procedures prior to full switchover from current version to new version.
- (h) PAGCOR management reserves the right to perform post-audit of the transactions under the new version.

Section 5. Emergency Software Patch due to Software Bug or Critical Updates

- (a) Given the situation that the CMS failed under critical system failure and required an emergency software patch to put the system back online, the Licensee shall notify the PAGCOR Monitoring Team immediately.
- (b) The Licensee shall submit reports to the GLDD and CMED-IR outlining the incident and the rectification steps taken.
- (c) The Licensee shall facilitate GLDD and CMED-IR in testing the modified or "patched" system in compliance with Section 4 (c) above.

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Section 6. Remote Access to the CMS

- (a) The Licensee shall provide a secured remote access to its CMS provider (the “remote access user”), provided that:
1. The Licensee has established a method to validate the identity of such remote access user.
 2. The remote access connection has been established using a methodology that prevents unauthorized access to the systems or to the data transmitted between the remote access user and the CMS.
 3. A Licensed firewall and a secured protocol are used by the Licensee in conjunction with the remote access connection;
 4. User access shall be temporary in nature.
 5. User access shall not adjust, add, delete or modify controlled data.
 6. A remote access user may be issued an account provided that the password is changed or the account is disabled after every use. The Licensee shall maintain a remote access record to document at a minimum:
 - (i) The date and time access were initiated and terminated;
 - (ii) The user account used during the remote session;
 - (iii) The name of the Licensee’s IT department employee who granted access;
 - (iv) The reason for the access; and,
 - (v) Description of what was modified, if applicable.

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- (b) PAGCOR representatives reserve the right to witness the remote access activity.

REGULATION 7

SURVEILLANCE

Section 1. Surveillance Plan for Casino Premises

- (a) A Licensee shall install, operate and maintain a casino surveillance plan for its casino premises.
- (b) No Licensee shall conduct or permit the conduct of any operations in its casino premises unless there is a surveillance plan for the casino premises, confirmed by PAGCOR in the Licensee's submission of its Casino Operational Rules and Guidelines; and
- (c) The confirmed surveillance plan for the casino premises shall remain in force unless a duly accomplished Change in Surveillance Plan Notification Form (Form 14) is submitted to GLDD at least seven (7) business days prior to intended date of implementation for the change in casino surveillance plan.
- (d) It is the responsibility of the Licensee to ensure that its surveillance plan is used to accomplish the stated purpose under these regulations and is not used in an improper manner which would bring discredit to the industry.

Section 2. Approval of Surveillance Plan

- (a) A surveillance plan submitted to PAGCOR in respect of any casino premises shall comprise the following documents:
 1. Design Report which shall include the following:



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Part 1. Introduction

- 1.1 General
- 1.2 System Configuration

Part 2. Video Surveillance System

- 2.1 General
- 2.2 System components
- 2.3 Camera Components (should indicate number of fixed and PTZ cameras per table per game, per EGM bank, per Cage window, Count Room, shuffling room, etc.)
- 2.4 Ceiling Heights
- 2.5 Video transmission system (should indicate description and quantity of components and adjuncts to be installed)
- 2.6 Surveillance Data Network (should indicate description and quantity of components and adjuncts to be installed)
- 2.7 Monitoring and Control Rooms (should indicate quantity of video monitors, wall mounted monitors, pc workstations, desktop keyboard/joystick for each operator)
- 2.8 Digital Video Recording/Network Video Recording/Cloud (should indicate the number of digital video recordings to be installed)
- 2.9 Network and Image Protection
- 2.10 System interfaces

Part 3. Support Infrastructure

- 3.1 General
- 3.2 Power supply
- 3.3 Centralized mechanical plant and equipment
- 3.4 General building power
- 3.5 Emergency Generator back-up
- 3.6 Uninterruptible power supply
- 3.7 IDF Equipment Rooms

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3.8 Network cabling protection

Part 4. Appendices

- 4.1 Surveillance block schematic
- 4.2 Typical camera coverage
- 4.3 Control Room Layout
- 4.4 System equipment
- 4.5 Equipment specifications

Part 5 Glossary

The Design Report shall clearly indicate all surveillance requirements (description and quantity) to be used by PAGCOR as basis for granting clearance to import this equipment.

2. As built CCTV cabling, detailed camera blueprints or diagrams and layout of the casino premises, indicating:
 - (i) the areas within the casino premises to be monitored by the casino surveillance system (including the areas designated for entry into, and exit out of, the casino premises);
 - (ii) a description of all installations, devices and equipment (whether electronic or otherwise) to be used for the casino surveillance system;
 - (iii) a description of the activities to be monitored by the casino surveillance system; and
 - (iv) drawings which map the placement of installations, devices and equipment (whether electronic or otherwise) comprising the casino surveillance system, in relation to the activities to be monitored;



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3. sample screenshots and/or visual presentations of the activities to be monitored by the casino surveillance system;
 4. a description of the procedures for the installation, operation and maintenance of the casino surveillance system;
 5. schedule of activities covering the installation and commissioning of the surveillance system of the casino;
 6. complete list/inventory of all CCTV equipment and paraphernalia actually installed in the casino with corresponding specifications (model/brand) for each equipment per floor (e.g. casino 1st floor; casino 2nd floor, etc.);
 7. a statement by the person in charge of the casino surveillance system that:
 - (i) the casino surveillance system shown in the surveillance plan satisfies the performance requirements applicable to it; and,
 - (ii) the surveillance plan complies with the requirements in these Regulations;
 8. such other documents as PAGCOR may, from time to time, require to determine whether the casino surveillance system satisfies the performance requirements applicable to it.
- (b) PAGCOR shall not confirm any surveillance plan for any casino premises unless it is of the opinion that the surveillance plan adequately demonstrates that the casino surveillance system satisfies or will satisfy all the performance requirements applicable to it.
- (c) PAGCOR may:

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1. confirm a surveillance plan for any casino premises subject to such conditions as it may impose; or
2. refute the surveillance plan if any part of it does not satisfy any of the performance requirements applicable to it or does not comply with any of the requirements set out in these Regulations.

Section 3. Replacement of Approved Surveillance Plan

If a Licensee, in installing the casino surveillance system for any casino premises, intends to deviate from the confirmed surveillance plan for those premises, it shall submit to PAGCOR a new surveillance plan to replace the existing surveillance plan (which shall comprise the documents specified in Section 2(a)1 Parts 1 to 5 showing the proposed deviations).

Section 4. Change to Approved Surveillance Plan

- (a) A Licensee which intends to make any change to its casino surveillance system that will deviate from the confirmed surveillance plan (other than a change required by PAGCOR under Section 2 (c) shall notify PAGCOR of the intended change by submitting to GLDD the Change in Surveillance Plan Notification Form (Form 14) at least seven (7) days before the date of the intended change, or within such shorter period as PAGCOR may allow.
- (b) Every application to PAGCOR under subsection (a) shall contain:
 1. details of the intended change, date and time of the intended change, reasons for the intended change, location of the intended change and the period for which any part of the casino premises will be closed to make the intended change;
 2. sample screenshots or visual presentations indicating how the activities to be monitored by the casino surveillance system may

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be affected by the proposed change; and

3. a statement by the person in charge of the casino surveillance system that the casino surveillance system shown in the surveillance plan after the proposed change will satisfy the performance requirements applicable to it.
- (c) PAGCOR may, in addition, by written notice, require the Licensee to submit a revised surveillance plan within seven (7) days of the date of the notice.
 - (d) A Licensee shall ensure that the change to the casino surveillance plan is made in accordance with the intended change as communicated to PAGCOR under this regulation.

Section 5. Minimum Requirements for Surveillance System

- (a) The surveillance system shall be interfaced with a security and access control system to allow the surveillance system to be configured to switch camera inputs, assign monitors, trigger PTZ dome pre-set positions, bookmark digital recording streams and cause automatic archiving of recorded video streams.
- (b) The surveillance system shall be a pure digital solution system. The basic system architecture shall consist of a combination of fixed position and maneuverable PTZ cameras, video transmission system, DVR/NVR/CVR, operator workstations and desktop CCTV controllers and joysticks.
- (c) The system shall be capable of allowing authorized surveillance staff to switch any of the cameras to any of the video monitors.
- (d) The system also allows positional control of PTZ cameras via system workstations.

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- (e) The surveillance system of the Licensee shall be established and thereafter, maintained, so that a failure of any part or component will not result in the cessation of more than 50% of the surveillance coverage of the gaming area.

Section 6. Surveillance Room and Equipment

- (a) The surveillance system shall be maintained and operated from a surveillance room.
- (b) The entrance to the surveillance room shall be located so that it is not readily accessible to either casino employees who work primarily on the casino floor or the general public.
- (c) Access to a surveillance room shall be limited to surveillance personnel, key employees and other personnel authorized in accordance with the Licensee's policy as set forth in its written surveillance system plan.
- (d) The PMT may access the Licensee's surveillance room at any given time, to conduct official verification and related functions, provided that the Licensee is advised prior to the entry.
- (e) Surveillance room equipment shall have total override capability over all other satellite surveillance equipment located outside the surveillance room.
- (f) In the event of power loss to the surveillance system, an auxiliary or backup power source shall be available and capable of providing immediate restoration of power to all elements of the surveillance system to enable surveillance personnel to observe all areas covered by dedicated cameras.
- (g) The surveillance system shall include date and time generators which

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possess the capability to display the date and time of recorded events on video recordings. The displayed date and time shall not significantly obstruct the recorded view.

- (h) The surveillance room shall be attended at all times by personnel trained in the use of the equipment, knowledge of the games and house rules.
- (i) The Licensee shall have at least one person on duty at the casino premises at all times, with a working knowledge and the ability to operate the surveillance equipment, and who can provide immediate access to the secured location to the PMT.
- (j) Each video camera required in these regulations shall be installed in a manner that will prevent it from being readily obstructed, tampered with or disabled by patrons or employees.
- (k) The Licensee's employees shall not intentionally obstruct surveillance system equipment.
- (l) Where a PTZ camera is used to observe gaming and gaming-related activities, the camera should be placed behind a smoked dome, one-way mirror or similar materials that conceal the camera from view.
- (m) Each video camera required in these regulations shall possess the capability of having its picture displayed on a video monitor and recorded. The surveillance system shall include sufficient numbers of monitors and recorders to simultaneously display and record multiple gaming and count room activities and record the views of all dedicated cameras and motion activated dedicated cameras.
- (n) Reasonable effort shall be made to repair each malfunction of surveillance system equipment required by these standards within forty-eight (48) hours after the malfunction is discovered. In addition, the

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Licensee shall immediately inform the PMT of such malfunction. If a malfunction is not repaired within 2 days after it is discovered causing the Licensee to be in non-compliance with these regulations, the Licensee shall immediately notify the PMT of such malfunction.

- (o) In the event of a dedicated camera malfunction, the Licensee shall immediately provide alternative camera coverage or other security measures, such as additional supervisory or security personnel, to protect the subject activity. If other security measures are taken, the Licensee shall immediately inform the PMT, which will determine whether the other security measures are adequate.

Section 7. Minimum Requirements for Surveillance Coverage

(a) Electronic Gaming Machines

1. The EGMs area should be monitored by dedicated camera(s) to provide coverage for all patrons and employees.
2. The surveillance system shall possess the ability to monitor and record a general overview of the activities occurring in the slot machine area.
3. Minimum camera requirements:
 - (i) One (1) fixed camera viewing each machine bank aisle and is typically located at each alternate end of machine banks; plus,
 - (ii) at least one (1) PTZ dome camera in each lane for general surveillance coverage and specific surveillance tasks.

(b) Table Games

1. The surveillance system shall be capable of monitoring and

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recording:

- (i) Each table game area, with sufficient clarity to identify patrons and dealers; and
 - (ii) Each table game surface, with sufficient coverage and clarity to simultaneously view the table float, chips, card shoes, shuffle machines, roulette wheel, dice cup, and determine the configuration of wagers, card values, card suites, dice and game outcome.
2. Table games with progressive jackpot(s) shall be recorded and monitored by dedicated cameras that provide coverage of:
- (i) The table surface, sufficient that the card values, card suites, chips, bets, card dispenser, roulette wheel, dice cup, chip float and table number can be clearly identified; and
 - (ii) An overall view of the entire table with sufficient clarity to identify patrons and dealers.
 - (iii) A view of the progressive meter jackpot amount. If several tables are linked to the same progressive jackpot meter, only one meter needs to be recorded.
3. Minimum camera requirements:
- (i) Non-High Roller/High Roller Areas:

Card Games (e.g. Baccarat, Blackjack, Pai gow, etc.	At least two (2) fixed cameras dedicated to each gaming table (1 for close up and 1 for overview); and at least one (1) high speed PTZ dome camera in between 2 gaming tables.
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Roulette	At least three (3) fixed cameras dedicated to each gaming table (1 for close up, 1 for roulette wheel and 1 for overview); and at least one (1) high speed PTZ dome camera in between 2 gaming tables.
Craps	At least four (4) fixed cameras dedicated to each gaming table (1 for close up left side, 1 for close up right side, 1 for close up middle and 1 for overview); and at least one (1) high speed PTZ dome camera per gaming table.
Sicbo	At least three (3) fixed cameras dedicated to each gaming table (1 for close up, 1 for overview and 1 for the dice); and at least one (1) high speed PTZ dome camera in between 2 gaming tables.

- (ii) Gaming Pit: At least one (1) fixed camera for overview.
- (iii) Fills and Credits: There shall be sufficient surveillance coverage for all fills and credits.
- (iv) Movement of cash, chips, playing cards, or dice. Upon notification of the intended movement of any cash, chips, playing cards, or dice, the surveillance personnel shall record the notification in an activities log.
- (v) Poker Room Tables:
One (1) dedicated camera for each poker room table and one (1) PTZ camera for every four (4) poker room tables.

(c) Casino Cage and Vault

1. The surveillance system shall be capable of monitoring and recording a general overview of activities occurring in each casino cage and vault area, with sufficient clarity to identify employees within the cage and patrons and employees at the counter areas.

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2. The casino cage or vault area in which fills and credits are transacted shall be monitored by a dedicated camera that provides coverage with sufficient clarity to identify chip values and the amounts on the fills and credits slips. Controls provided by a computerized fills and credits system will be deemed an adequate alternative to viewing the fills and credits slips.
3. Minimum camera requirements:
 - (i) Each cage window shall be fitted with at least one (1) fixed position overhead camera configured to view the transaction area; plus,
 - (ii) At least one (1) PTZ dome camera per two cage windows to enable monitoring of other activities within the cage areas.

(d) Count Rooms and Chip Banks

1. The surveillance system shall be capable of monitoring and recording the soft count room, including all doors to the room, all drop boxes, safes, and counting surfaces, and all count team personnel. The counting surface area shall be continuously monitored by a dedicated camera during the soft count. For count rooms utilizing currency counters and currency sorters, the surveillance system shall be capable of monitoring and recording all areas where currency is sorted, stacked, counted, verified or stored during the count process. Coverage of the currency counting/sorting machines shall be sufficiently clear to view the currency input, output and reject areas.
2. The surveillance system shall audibly and visually record the soft count process.
3. Minimum camera requirements:

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- (i) At least one (1) fixed position overhead camera configured to view every transaction area; plus,
- (ii) At least one (1) PTZ dome camera to enable monitoring of other activities within the count room and chip bank areas.

(e) Card Storage and Pre-shuffling Room

1. Card storage and other sensitive gaming equipment storage areas shall be fitted with sufficient number of fixed position cameras.
2. Pre-shuffle card rooms shall be fitted with sufficient number of fixed cameras over shuffling areas and PTZ dome cameras to enable monitoring of other activities within these rooms.

(f) Security Offices

The casino surveillance system shall be capable of monitoring and recording, in both audio and video, the area of any security office or other room in which persons may be detained by casino security personnel. A notice shall be posted in the security office or other room advising all persons that the area is under video and audio surveillance. When a person is detained by casino security personnel in the casino security office, the detention and any questioning, shall be recorded. A person is considered to be detained when the person has been detained by casino security personnel and confined in the casino security office in such a manner as to deprive him of the ability to leave voluntarily.

(g) Entrances and Exits

Each entrance and exit point to the casino premises shall be fitted with a combination of fixed position cameras and PTZ dome cameras with facial recognition capabilities in order to record persons entering and leaving the casino premises.

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(h) Lifts and Escalators

1. Each elevator car within the casino premises shall be fitted with a fixed position camera located in a position to monitor persons entering and leaving the lift, and to monitor the lift control panel.
2. Each escalator within the casino premises shall be fitted with a fixed position camera located at the exit point of the escalator to enable monitoring of patron and staff movements.

(i) Service Areas

Critical service areas including computer rooms, IT hub rooms and other service areas deemed critical to the operation of the casino should be fitted with fixed position cameras to monitor and record activities in the areas.

(j) General Public Areas

Sufficient number of PTZ dome cameras shall be installed throughout general public areas to enable monitoring and tracking of patrons and staff without the need to divert gaming specific cameras.

(k) Back of House Areas

A combination of fixed and PTZ dome cameras shall be installed throughout the back of house areas to monitor the activities and track the movements of staff, contractors and visitors.

(l) Cash, Chips and Cards Delivery Routes

All delivery and transfer routes for cash, gaming chips and playing cards shall be fitted with a combination of fixed and PTZ dome cameras to monitor deliveries and transfers.

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(m) Car parks, Roadways and External Areas

A combination of fixed and PTZ dome cameras should be installed throughout car parks, Porte Cochere and other external areas of the casino premises in order to monitor traffic movements and other activities in these areas.

(n) Other Aspects of Surveillance Coverage

The surveillance system shall be capable of providing reasonably clear coverage of all the following:

1. Activity by players and employees that may constitute cheating or stealing.
2. Failure of the employees to follow proper procedures and internal controls.
3. Treatment of disorderly persons.
4. Treatment of persons whose names appear in the National Database for Restricted Persons (NDRP).
5. Arrests and evictions.
6. Treatment of ill or injured patrons.
7. Activities of detainees in a temporary holding area.

Section 8. Minimum Requirements for Video Transmission System

The transmission system for camera video signals shall be a combination of traditional base band video transmission for live viewing and MPEG-4 video streaming across the surveillance data network for digital recording purposes.

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Section 9. Minimum Requirements for Surveillance Data Network

- (a) An extensive ethernet data network consisting of multiple data switching units and high-speed fiber optic data links shall be installed between each of the IDF equipment rooms and the surveillance server room.
- (b) The data network shall be dedicated to the transmission of the surveillance system video and control signals.
- (c) Data switching units shall include multi-level redundancy and load sharing redundant interconnecting links for a high speed, high capacity, robust and fault tolerant video transmission network.

Section 10. Minimum Requirements for Surveillance Monitoring and Control Rooms

- (a) Licensee's Surveillance Monitoring and Control Room

For Casinos with at least 100 gaming tables plus at least 200 EGMs

1. The Surveillance Monitoring and Control Room shall consist of:
 - (i) Fifteen (15) Operator consoles
 - (ii) Five (5) Supervisor consoles
 - (iii) One (1) console configured for review purposes
2. The Security Control Room shall consist of:
 - (i) Operator consoles
 - (ii) Supervisor consoles
3. Each Operator console shall consist of the following equipment:
 - (i) Five (5) x 22" Video Monitors
 - (ii) Four (4) x 32" Wall Mounted Monitors



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- (iii) One (1) x Operator PC Workstation
- (iv) Two (2) x CCTV Desktop keyboard/joystick
- (v) Telephone handsets and radios

For Casinos with 1 to 99 gaming tables plus 1 to 199 EGMs:

1. The Surveillance Monitoring and Control Room shall consist of:

- (i) Three (3) Operator consoles
- (ii) One (1) Supervisor consoles
- (iii) One (1) console configured for review purposes

2. The Security Control Room shall consist of:

- (i) Operator consoles
- (ii) Supervisor consoles

3. Each Operator console shall consist of the following equipment:

- (i) Three (3) x 22" Video Monitors
- (ii) Two (2) x 32" Wall Mounted Monitors
- (iii) One (1) x Operator PC Workstation
- (iv) One (1) x CCTV Desktop keyboard/joystick
- (v) Telephone handsets and radios

(b) PMT and Control Room

1. The Licensee shall provide the PMT with a special monitoring room solely dedicated for such purpose with the capability to observe, monitor and record activities within and in the immediate vicinity of any casino premises, and such installation, device or equipment shall be under the control of PAGCOR and is equipped with surveillance equipment and adjuncts that are compliant with

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the minimum requirements stated in these regulations.

2. The Monitoring Room shall comply with the following requirements:

- (i) Room size:

For Casinos with at least 100 gaming tables plus at least 200 EGM:

Room size shall be at least thirty-five (35) square meters, fully air-conditioned with comfort room and pantry.

For Casinos with at 1 to 99 gaming tables plus at 1 to 199 electronic gaming machines:

Room size shall be at least twenty (20) square meters, fully air-conditioned with comfort room and pantry.

- (ii) CCTV Equipment and Paraphernalia:

For Casinos with at least 100 gaming tables plus at least 200 EGMs:

- Three (3) control panels complete with peripherals and adjuncts, to monitor the Non- High Roller, High Roller and Junket gaming areas.
- One (1) control panel complete with peripherals and adjuncts, to monitor Cages, cashier booths, chip banks and soft count room.
- Two (2) units of 42" or Four (4) units of 32" colored monitor for every 1 control panel, with capability to provide six (6) workspace (16-channel per workspace), capable to input ninety-six (96)



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cameras.

- 2 keyboards for every 1 control panel.
- Three (3) units of 22" colored master monitors for every 1 control panel (for live viewing and patching of incident viewing).
- 1 unit of computer desktop for every 1 control panel, for monitoring of Fill and Credit transactions and other surveillance coverage.
- 1 unit of computer desktop with internet access for surveillance administrative work and for communication and storage of important reports/incidents.
- 1 computer printer with copier/scanner.

For Casinos with at least 1 to 99 gaming tables plus 1 to 199 EGMs:

- One (1) control panel complete with peripherals and adjuncts, to monitor the Non-High Roller, High Roller and Junket gaming areas.
- One (1) control panel complete with peripherals and adjuncts, to monitor Cages, cashier booths, chip banks and soft count room.
- One (1) unit of 55" colored monitor for every 1 control panel, with capability to provide six (6) workspace (16-channel per workspace), capable to input ninety-six (96) cameras.
- 2 keyboards for every 1 control panel.
- Three (3) units of 22" colored master monitors for every 1 control panel (for live viewing and patching of incident viewing).
- 1 unit of computer desktop, for monitoring Fill and



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Credit transactions and other surveillance coverage.

- 1 unit of computer desktop with internet access for surveillance administrative work and for communication and storage of important reports/incidents.
- 1 computer printer with copier/scanner.

(iii) Other Logistical Requirements:

- 1 unit Emergency Light.
- Communication lines:
 - Quantity of telephone lines (mobile/wired) as required by the PMT;

Section 11. Minimum Requirements for Digital Video Recording

(a) All digital video recordings shall:

1. Be viewed at a minimum of 30 images per second, full screen, in real time.
2. Have visual resolution of sufficient clarity in 4CIF resolution.
3. Maintain for a period of not less than fourteen (14) days, all images obtained from the video cameras and video recordings prior to being overwritten.
4. Have a failure notification system that provides an audible and visual notification of any failure in the surveillance system or the digital video-recording media storage system.
5. Have a media storage system that is configured so that a failure of any single component will not result in the loss of any data from

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the media storage system.

- (b) No less than one-half of the video input channels of a digital video recorder shall be open as back-up inputs in case of failure so that Licensees can switch video inputs instantly to avoid losing any recording time.
- (c) Remote access to a surveillance system, from any location outside of the surveillance room, shall be disclosed to PAGCOR. The Licensee shall provide the location and to whom access is being granted, other than its surveillance personnel and key employees, and shall likewise certify that the transmission is encrypted, fire walled on both ends and password protected.
- (d) All storage media produced from the digital video recording system shall contain a superimposed time and date when it was recorded and a watermark/ video verification encryption code.
- (e) The Licensee shall ensure that a redundancy system is in place for any failure in the storage media system.
- (f) All digital video recording equipment shall be in a secure room. The Licensee shall be ultimately responsible for its proper operation and maintenance.

Section 12. Minimum Requirements for Surveillance Records

- (a) All video recordings of coverage shall be retained for a minimum of fourteen (14) days, except for recordings of detentions and questioning by security personnel, which shall be retained for a minimum of thirty (30) days.
- (b) Each Licensee shall include in its written surveillance system plan and comply with a procedure for the storage and identification of all video

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recordings it is required to retain.

- (c) The video recording of a recorded event shall be provided to PAGCOR upon request. At the request and expense of the Licensee, a copy of the event will be provided to the Licensee by PAGCOR.
- (d) Licensees shall have the capability to produce a printout of the images depicted on a video recording, which shall be provided to PAGCOR upon request. This may be accomplished using a video printer, still camera or other available means.
- (e) Each Licensee shall maintain a log that documents each malfunction and repair of the surveillance system (as defined in this standard). The log shall state the time, date and nature of each malfunction, the efforts expended to repair the malfunction and the date of each effort, the reasons for any delays in repairing the malfunction, the date the malfunction is repaired and where applicable, any alternative security measures that were taken. The log should also reference, by date and time, any communication with the PMT concerning any malfunction or corrective action. The log shall be retained for a minimum of 1 year after the date of the last entry in it.

Section 13. PAGCOR Access to Video Footage and Recordings

- (a) A Licensee shall, immediately upon request by the PMT:
 - 1. provide a copy of any recorded image or video recording by the casino surveillance system stored in any storage device (e.g., flash disk, hard drive, etc.); and
 - 2. if required to do so, attend before the PAGCOR Monitoring Team and answer such questions or provide such information with respect to the recorded image or video recording as the inspector may consider necessary.

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- (b) PAGCOR may keep the copy of any recorded image or video recording provided to it under subsection (a).
- (c) The Licensee shall give the PMT full viewing access to live and recorded video footage of the casino gaming floor, including ancillary areas.

Section 14. Logs to be Maintained at the Licensee's Surveillance Monitoring and Control Room

- (a) The Licensee shall maintain a daily surveillance log and a visitors log inside the Surveillance Monitoring and Control Room.
- (b) The daily surveillance log shall:
 - 1. Be continuously maintained and updated by surveillance personnel for every shift;
 - 2. Be chronological;
 - 3. Contain at a minimum the following information:
 - (i) Identity of the surveillance personnel each time they enter or depart the Surveillance Monitoring and Control Room, and the reason for such entry or departure;
 - (ii) The date and time of each activity logged;
 - (iii) Name and position of the surveillance personnel making the log;
 - (iv) Summary of the activity being logged;
 - (v) Detailed description of the surveillance record covering the activity;
 - (vi) Notification of any maintenance or repair of any gaming equipment or paraphernalia or money handling equipment;
 - (vii) Drop box exchanges;
 - (viii) Electronic gaming machines stacker exchanges;

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- (ix) Movement or transfer of cash, chips, playing cards or dice.
- (x) Any detention or questioning of patrons or employees by the Security department, including the identity of the patrons or employees and the Security Department personnel involved;
- (xi) The beginning, end, and any interruption of the soft count;
- (xii) An observed violation of any of PAGCOR regulations or of the Licensee's internal control policies, guidelines and procedures;
- (xiii) Observed criminal activity;
- (xiv) A significant telephone call or radio transmission;
- (xv) An emergency activity;
- (xvi) Other logs that may be deemed necessary by the surveillance personnel.

(c) The visitors log shall:

1. Indicate the name and signature of a person other than the surveillance personnel who accesses the Surveillance Monitoring and Control Room;
2. State the department or company the visitor represents;
3. State the reason for access to the Surveillance Monitoring and Control Room; and
4. Record the date and time of arrival and departure from the Surveillance Monitoring and Control Room.

Section 15. PAGCOR has the Authority to Require Temporary Installation or Removal of Surveillance Installation, Device or Equipment

(a) PAGCOR may, by a written directive, require a Licensee to:

1. install or remove any surveillance installation, device or

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equipment or make any other change to any part of the casino surveillance system for a specified period; and

2. within seven (7) days from the date the directive is given, submit to PAGCOR a revised surveillance plan (comprising the documents referred to in regulation III showing the installation, removal or other changes required to be made, and the Licensee shall comply with such directions.
- (b) Regulation (a) 2 shall not apply to a Licensee to the extent that it complies with the directive given by PAGCOR under subsection (a) 1 for the specified period.
 - (c) An approved surveillance plan shall be revised for the specified period to the extent that any revised surveillance plan is submitted under subsection (a) 2.

Section 16. No Tampering with the Licensee's Surveillance System and PAGCOR's Surveillance System

- (a) No person shall tamper with or do anything so as to compromise or adversely affect any image or video recorded by, or the proper functioning of, any part of the casino surveillance system or PAGCOR's surveillance system.
- (b) Any person who contravenes subsection (a) shall be subject to disciplinary action.

Section 17. Duties of Licensed Gaming Employee in Relation to the Surveillance System and Approved Surveillance Plan

- (a) It shall be a condition of a gaming employee license that a licensed gaming employee shall not:
 1. do anything to cause the casino surveillance system to fail to

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satisfy the performance requirements applicable to it;

2. make any change to the casino surveillance system or to the approved surveillance plan without the authorization of the Licensee; or
 3. being a person in charge of the casino surveillance system, make, authorize or permit any change to the casino surveillance system or the approved surveillance plan without first obtaining the approval of PAGCOR for the change
- (b) Any licensed gaming employee who contravenes subsection (a) 1, 2 or 3 shall be liable to disciplinary action.

Section 18. Authority of the PAGCOR Monitoring Team to Stop the Game or Casino Operations until Corrective Action Taken

Where the PMT knows or reasonably suspects that:

- (a) an offense under Section 15 (a) has been committed;
- (b) there is a malfunction or fault in any part of the casino surveillance system;
- (c) any part of the casino surveillance system does not satisfy the performance requirements applicable to it; or
- (d) any part of the casino surveillance system is not in accordance with the approved surveillance plan, the PMT may stop any game or any operations of a casino the effective monitoring or accurate recording of which has been, or may be, compromised or adversely affected until the PMT is satisfied that the necessary corrective action has been taken.

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Section 19. Authority to Give Directives and take Disciplinary Action

(a) If any Licensee, not acting under a directive referred to in Section 14:

1. installs, operates or maintains a casino surveillance system other than in accordance with the approved surveillance plan; or
2. makes any change to the casino surveillance system or to the approved surveillance plan without first obtaining the approval of PAGCOR for the change in accordance with these Regulations, PAGCOR may give the Licensee such written directive concerning the casino surveillance system as it deems fit, including:
 - (i) in a case where the casino surveillance system nevertheless satisfies the performance requirements applicable to it, a directive to submit a revised surveillance plan for approval or an application for approval of the change, as the case may be, without delay;
 - (ii) in a case where the casino surveillance system fails to satisfy the performance requirements applicable to it, a directive to reinstate the casino surveillance system in accordance with the approved surveillance plan without delay; or
 - (iii) in a case where there has been tampering with, or a malfunction or fault in, any part of the casino surveillance system, a directive to take such corrective action (including replacement or repair) as may be necessary to rectify the malfunction, fault or alteration within a specified period, and the Licensee shall comply with such directive.

(b) Without prejudice to the right of PAGCOR to give directive under subsection (a), any Licensee which:

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1. contravenes Section 1, 2, 3 or 4 (except where the contravention occurs by virtue of the Licensee complying with a direction under Section 14);
2. fails to comply with a request of PAGCOR under Section 14; or
3. contravenes subsection (a) or Section 14 by failing to comply with a directive given by PAGCOR thereunder shall be liable to penalty.

REGULATION 8

GAMING CHIPS AND PLAQUES

Section 1. Approval of Gaming Chips and Plaques

- (a) Artworks for gaming chips and plaques shall be submitted to PAGCOR for approval prior to purchase.
- (b) Artworks for gaming chips and plaques, and modifications to previously approved chips or plaques shall be submitted to PAGCOR for approval.

The Licensee shall submit a duly accomplished Gaming Chips and Plaques Request and Approval Form (Form 15) to GLDD. Each application shall include, in addition to such other items or information as PAGCOR may require:

1. Gaming Chips:

An exact drawing, in color, of each side and the edge of the proposed chip, drawn to actual size or drawn to larger than actual size and in scale, and showing the words, designs, graphics, measurements of the proposed chip in each dimension, and the security features (i.e. RFID Technology and the likes) contained on the gaming chip;

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The use of gaming chips with RFID Technology is subject to functionality testing, with favorable results, prior to use at the gaming table.

2. Gaming Plaques:

An exact drawing/detailed schematic, in color, of the proposed gaming plaque depicting the actual size and, as appropriate, location of the following:

- (i) Each face;
- (ii) The edge; and
- (iii) Any colors, words, designs, graphics and security features (i.e. RFID Technology and the likes) contained on the gaming plaque;

The use of gaming plaques with RFID Technology is subject to functionality testing, with favorable results, prior to use at the gaming table.

- 3. Written specifications for the proposed chips or plaques;
- 4. The name and address of a manufacturer or supplier accredited by the Licensee under PAGCOR-approved accreditation standards and guidelines under Regulation 11;
- 5. The Licensee's intended use for the proposed chips or plaques;
- 6. A certification under oath or notarized affirmation, executed by an authorized signatory of the gaming chip or plaque manufacturer, that it has a written system of internal control that describes in detail the current administrative, accounting and security procedures which are utilized in the manufacture, storage and

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shipment of the gaming chips, plaques and related materials.

7. A copy of the written internal control system, which shall include at a minimum, a detailed, narrative description of the procedures and controls implemented to ensure the integrity and security of the manufacturing process, from design through shipment.
 8. A certification from the Licensee stating that it has conducted due diligence on and is satisfied with the manufacturer's system of internal control for gaming chips/plaques.
 9. Items 5, 6, 7 and 8 are required for the initial purchase order only. These items need not be submitted for repeat orders.
- (c) PAGCOR may in writing approve variations from the specific requirements of this regulation if in the opinion of PAGCOR the alternative controls and procedures meet the objectives of this regulation.
 - (d) Any application submitted pursuant to this Section shall be signed by the Licensee's authorized signatory.
 - (e) Gaming chips and plaques should be unique to a specific casino site.
 - (f) A Licensee shall not issue any gaming chips or plaques for use in its casino, or redeem any such plaques or chips, unless the plaques or chips have been approved by PAGCOR. A Licensee shall not issue any plaques or chips for use in its casino, or redeem any such plaques or chips, that are modifications of plaques or chips previously approved by PAGCOR, unless the modifications have been approved by PAGCOR.
 - (g) The Licensee shall submit to PAGCOR internal control procedures which document the distribution, redemption, receipt and inventory of gaming chips and plaques.

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Section 2. Specifications for Gaming Chips and Plaques

Gaming Chips and plaques shall be designed and manufactured so as to prevent counterfeiting of the chips and plaques to the extent reasonably possible. Chips and plaques shall not deceptively resemble any current or past coinage of the Philippines or any other nation.

Specifications for Gaming Chips

1. Unless PAGCOR approves otherwise, chips shall be disc-shaped, shall be at least 0.130 inches (3.3 millimeters) thick, and shall have a diameter within the following range:
 - a. Philippine Peso Cash Chips:
 - 38 mm to 45 mm for Php5 to Php50,000
 - 43 mm to 50 mm for Php100,000 to Php500,000
 - 45 mm to 50 mm for Php1,000,000 and up.
 - b. Philippine Peso Non-Negotiable Chips:
 - 38 mm to 45 mm for Php5 to Php50,000
 - 43 mm to 50 mm for Php100,000 to Php500,000
 - 45 mm to 50 mm for Php1,000,000 and up.
 - c. Hong Kong Dollars Cash Chips:
 - 39 mm to 45 mm for HKD1 to HKD10,000
 - 45 mm to 50 mm for HKD50,000 and up
 - d. Hong Kong Dollars Non-Negotiable Chips:
 - 39 mm to 45 mm for HKD1 to HKD10,000
 - 45 mm to 50 mm for HKD50,000 and up

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e. United States Dollars Cash Chips:

- 39 mm to 43 mm for US\$.25 to US\$500
- 43 mm to 50 mm for US\$1,000 to US\$10,000

f. United States Dollars Non-Negotiable Chips:

- 39 mm to 43 mm for US\$.25 to US\$500
- 43 mm to 50 mm for US\$1,000 to US\$10,000

2. The name of the issuing Licensed Casino shall be inscribed on each side of each chip;
3. The value of the chip shall be inscribed on each side of each chip, other than chips used exclusively at roulette and other similar games as may be decided by the Licensee;
4. The term "Non-Negotiable or NN" shall be inscribed unless the Licensee uses a Smart Table Technology (e.g., Radio Frequency Identification (RFID) or Artificial Intelligence (AI)).
5. Each chip shall be designed so that when stacked with chips of other denominations and viewed on CCTV, the denomination of the chip can be distinguished from that of the other chips and plaques in the stack.

Specifications for Gaming Plaques

1. Each gaming plaque shall be a solid, one-piece object manufactured entirely of plastic or any other comparable material and shall have no more than ten, and at least two, smooth, plane surfaces. At least two of the plane surfaces, each to be known as a "face," shall be opposite and parallel to each other and identical in shape, which shall be a square, rectangle or ellipse.

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All other surfaces of a gaming plaque shall be known collectively as the "edge."

2. Each face of a square, rectangular and elliptical gaming plaque shall measure no smaller than six square inches (50.80 mm x 76.20 mm). In the case of an elliptical gaming plaque, the length and width of the plaque shall be measured at its axes.
3. Each gaming plaque issued by a casino licensee should be designed and manufactured with sufficient graphics or other security measures so as to prevent, to the greatest extent possible, the counterfeiting of such gaming plaque.
4. Each Licensee shall be authorized to issue and use gaming plaques in such quantities as the Licensee may deem proper to conduct gaming in its casino. Each gaming plaque of a specific denomination utilized by a Licensee shall be in a shape and of a size, as approved by PAGCOR, which is identical to the shape and size of all other gaming plaques of that denomination issued by that Licensee. The size and shape of each denomination of gaming plaque issued by a Licensee shall be readily distinguishable from the size and shape of every other denomination of gaming plaque issued by that Licensee.
5. Each gaming plaque issued by a casino licensee shall contain certain identifying characteristics which shall appear at least once on each face of the gaming plaque and shall be applied in a manner which ensures that each such characteristic shall be clearly visible and remain a permanent part of the gaming plaque. These characteristics shall, at a minimum, include:
 - (i) The denomination of the gaming plaque, expressed in numbers;

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- (ii) The name of the issuing Licensed Casino, which shall be applied in such a manner so as to be visible to surveillance employees using a CCTV system;
- (iii) A unique serial number; and
- (iv) The term “Non-negotiable or NN” shall be inscribed unless the Licensee uses a Smart Table Technology (e.g., Radio Frequency Identification (RFID) and Artificial Intelligence (AI)).

Section 3. Use of Gaming Chips and Plaques

- (a) Chips and plaques are solely representatives of value which evidence a debt owed to their custodian by the Licensee that issued them and are not the property of anyone other than that of the Licensee.
- (b) The Licensee that uses chips or plaques at its casino shall:
 - 1. Comply with all applicable statutes, regulations, and policies of PAGCOR pertaining to plaques or chips;
 - 2. Issue plaques and chips only to patrons of its casino and only at their request;
 - 3. Promptly redeem its own plaques and chips from its patrons by cash or its equivalent as may be requested by its patron;
 - 4. Post conspicuous signs at its establishment notifying patrons that:
 - (i) It is prohibited to take or bring plaques and chips out of the casino premises; and
 - (ii) That the plaques and chips issued by the Licensee are the sole property of the Licensee.

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5. Take reasonable steps, including examining plaques and chips and segregating those issued by other Licensees to prevent the issuance to its patrons of plaques and chips issued by another Licensee.

(c) The Licensee shall not accept plaques or chips as payment for any goods or services offered at the Licensee's casino with the exception of the specific use for which the plaques or chips were issued and shall not give plaques or chips as change in any other transaction.

(d) The Licensee shall not knowingly issue, use, permit the use of, or redeem plaques or chips issued by another Licensee. A Licensee shall cause to be posted and remain posted in a prominent place on the front of the cashiers' cage or any satellite cage a sign that reads as follows:

"Gaming chips or plaques issued by another casino shall not be used, exchanged or redeemed in this casino."

(e) The Licensee may remove a set of gaming chips in use from circulation whenever it has reason to believe the casino has accepted counterfeit chips or whenever any other impropriety or defect in the utilization of that set of chips makes removal of the chips in circulation necessary. An approved back-up set of value chips or non-value chips shall be placed into circulation whenever a gaming chip in circulation is removed.

(f) The Licensee shall ensure that at all times there is adequate security for all gaming chips and plaques in its possession.

Section 4. Redemption of Discontinued Gaming Chips and Plaques

(a) The Licensee that permanently removes from use or replaces approved plaques or chips at its Casino, or that ceases operating its casino because of closure of the establishment or any other reason, shall

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prepare a plan for redeeming discontinued plaques or chips that remain outstanding at the time of discontinuance. The Licensee shall submit the plan in writing to PAGCOR not later than thirty (30) days before the proposed removal, replacement, or closure, unless the closure or other cause for discontinuance of the plaques or chips cannot reasonably be anticipated, in which event the Licensee shall submit the plan as soon as reasonably practicable. PAGCOR may approve the plan or require reasonable modifications as a condition of approval. Upon approval of the plan, the Licensee shall implement the plan as approved.

- (b) In addition to such other reasonable provisions as PAGCOR may approve or require, the plan shall provide for the:
1. Redemption of plaques or chips at the premises of the casino;
 2. Conspicuous posting of notices regarding the discontinuance of the plaques or chips and of the redemption and the pertinent times at the Casino; and,
 3. Destruction or such other disposition of the discontinued plaques or chips as PAGCOR may approve or require.

Section 5. Promotional and Tournament Chips

- (a) As used in this section, promotional/tournament chip means a chip-like object issued by a Licensee for use in promotions or tournaments at the Licensee's casino.
- (b) The physical characteristics of promotional/tournament chips shall be sufficiently distinguishable from approved design specifications of any gaming chip issued by any Licensee so as to reasonably ensure that such promotional/tournament chips will not be confused with authorized gaming chips. At a minimum, promotional/tournament chips shall:

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1. Be unique in terms of size or color;
 2. Bear no edge designs unique to gaming chips;
 3. Bear the name of the issuing Licensed Casino; and,
 4. Each side of each chip shall conspicuously bear the inscription
“No Cash Value or Non-Cashable”.
- (c) The Licensee shall not use any promotional/tournament chips in its casino unless the chips have been approved by PAGCOR. The Licensee shall not use any promotional/tournament chips in its casino that are modifications of promotional/tournament chips previously approved by PAGCOR, unless the modifications have been approved by PAGCOR. The requirements for approval under Section 1 shall likewise apply to promotional and tournament chips.
- (d) Promotional/tournament chips shall not be used, and Licensees shall not permit their use, in transactions other than the promotions or tournaments for which they are issued; and,
- (e) The provisions of Section 4 (Redemption of discontinued gaming chips and plaques) shall not apply to promotional/tournament chips.

Section 6. Other Instrumentalities

Other instrumentalities with which gaming is conducted shall be designed, manufactured, approved, used, discontinued, destroyed, or otherwise disposed of in accordance with the provisions of this regulation applicable to plaques and chips, except as follows:

- (a) Such other instrumentalities shall be of such shape, size, and design and have such other specifications as PAGCOR may approve or require; and
- (b) PAGCOR, in its sole and absolute discretion, may deny approval of instrumentalities other than plaques and chips or may grant approval

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subject to such conditions as it considers appropriate.

Section 7. Inventory, Security and Storage of Gaming Chips and Plaques

- (a) After checking the gaming chips or plaques received, the Licensee shall cause to be recorded in a chip inventory ledger the denomination of the value chips and gaming plaques received, the number of each denomination of value/cashable chip and gaming plaque received, the number and description of all non-value chips received, the date of any such receipt, and the signatures of the employees who checked any such chips and plaques. If the gaming chips are not put into circulation, the ledger shall also identify the storage location.
- (b) Any gaming chips not in circulation shall be stored in any of the following storage areas:
 1. The casino vault; or,
 2. The cashiers' cage;
- (c) Whenever any gaming chips or plaques are taken from or returned to a storage area, the following information shall be recorded in the chip inventory ledger together with the date and signatures of the employees involved:
 1. The number and amount for each denomination of value chip or gaming plaque removed or returned;
 2. The number and description of the non-value chips removed or returned; and,
 3. The specific storage area being entered;
- (e) At the end of each trading day, a Licensee shall compute and record the unredeemed amount for each denomination of value chips and gaming plaques. At least once every 30 days, at a minimum, each Licensee shall inventory all sets of value chips and gaming plaques in its

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possession and shall record the result of such inventory in the chip inventory ledger. The procedures to be utilized to compute the unredeemed amount and to inventory value chips and gaming plaques shall be submitted to PAGCOR. A physical inventory of value chips and gaming plaques not in circulation shall only be required annually if the inventory procedures incorporate the sealing of the locked compartment.

Section 8. Counterfeit Gaming Chips and Plaques

- (a) The Licensee shall assume full responsibility for any counterfeit gaming chips and plaques that are used, accepted or redeemed in the casino.
- (b) Any loss resulting from such counterfeit gaming chips and plaques shall be solely for the account of and shouldered by the Licensee. PAGCOR shall not share in such a loss. For the avoidance of doubt, the counterfeit gaming chips and plaques shall be treated as a sum received from the conduct of gaming and shall form part of Gross Gaming Revenues.

REGULATION 9

PLAYING CARDS

Section 1. Minimum Requirements for Playing Cards

- (a) Playing cards shall be unique to a specific casino site.
- (b) The playing cards for table games shall have dimensions of 88.9 millimeters (height) by 63.5 millimeters (width).
- (c) The numbers, figures and all artworks in the front and back of a playing card shall be printed in portrait mode.
- (d) The cut of each playing card shall be identical to every other playing card in the same deck.



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- (e) The front of each playing card shall clearly indicate the value of the card even when only a third of the card is visible.
- (f) The back of each playing card shall be designed in such manner so as to diminish as far as possible the ability of any person to place concealed markings thereon.
- (g) The back of each playing card shall bear the name or logo of the Licensee, or any other form of artwork that would indicate that the playing card belongs to a particular Licensee.
- (h) The manufacturer's name or a distinctive logo or other mark identifying the manufacturer shall be inscribed on the Ace of Spades.
- (i) Each playing card shall be made of a material that, to the extent possible, does not result in: (a) multiple playing cards being bunched or stuck together; or (b) a person removing more than one playing card at a time from a card shoe when the stack is dealt.
- (j) The material of each playing card shall allow the playing cards to be stacked and placed on a flat surface without the playing cards falling from the stack.
- (k) The material of each playing card shall allow the smooth shuffling or dealing of cards while in any approved shuffler or card shoe, respectively and shall not cause the approved shuffler or card shoe to jam or malfunction.
- (l) The suit and value of each playing card shall be clearly visible and identifiable to casino employees (including when viewed using any surveillance system of a Licensee).
- (m) All decks of cards shall be one (1) complete standard deck of 52 cards in 4 suits. The 4 suits shall be hearts, diamonds, clubs, and spades.

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Each suit shall consist of all the following cards:

1. An ace.
 2. Two (2) to ten (10).
 3. A jack.
 4. A queen.
 5. A king.
 6. In the hearts and diamonds suit, the pips shall be in red color, provided that the same shade of red is used for the whole deck.
 7. In the spades and clubs suit, the pips shall be in black color.
- (n) The quality of playing cards should be good enough to withstand six (6) cycles of use at the most.
- (o) Except for pre-shuffled playing cards as may be allowed by PAGCOR, all used card decks are to be packaged using canisters, cellophane, or shrink wrap in single deck boxes that have a tamper-resistant security seal and a tear band.
- (p) For games using plastic playing cards, the cards shall have minimum dimensions of 88 millimetres (height) by 57 millimetres (width).

Section 2. Approval of Playing Cards

- (a) The Licensee shall only use in its casino premises, playing cards approved by PAGCOR.
- (b) Applications for approval of artworks of playing cards and modifications to previously approved artworks shall be submitted by the Licensee to PAGCOR, prior to purchase. Each application shall include, in addition to such other items or information as PAGCOR may require:

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1. Playing Cards Request and Approval Form (Form 16) duly accomplished by the Licensee's authorized signatory;
 2. Artwork of the playing card showing the exact drawing, in color, of each side of the proposed playing card, drawn to actual size or drawn to larger than actual size and in scale, and showing the measurements of the proposed playing card in each dimension (height and width);
 3. Written specifications for the proposed playing card;
 4. The name and address of the GLDD-enrolled manufacturer or supplier;
 5. The intended use for the proposed playing card;
 6. A certification under oath or notarized affirmation, executed by an authorized signatory of the playing card manufacturer, that it has a written system of internal control that describes in detail the current administrative, accounting and security procedures which are utilized in the manufacture, storage and shipment of the playing card and related material;
 7. A copy of the written internal control system, which shall include at a minimum, a detailed, narrative description of the procedures and controls implemented to ensure the integrity and security of the manufacturing process, from design through shipment; and
 8. A certification from the Licensee stating that it has conducted due diligence on and is satisfied with the playing card manufacturer's system of internal controls.
- (c) Any application submitted pursuant to this Section shall be signed by the Licensee's authorized signatory/ies.

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- (d) Only request forms with correct and complete information and supporting documents shall be processed and approved by PAGCOR.

Section 3. Changes to Playing Cards

- (a) The Licensee shall not use modified playing cards unless the modifications have been approved by PAGCOR.
- (b) Each request for approval under subsection (a) of a proposed change to the artwork or design of the playing card shall contain:
1. A duly accomplished Playing Cards Request and Approval Form (Form 16);
 2. Revised artwork and other details of the playing card for modification, showing each side of the proposed playing card, drawn to actual size or drawn to larger than actual size and in scale, and showing the measurements of the proposed playing card in each dimension (height and width).

Section 4. Utilization of Playing Cards

- (a) Except for playing cards used at automated shuffle machines, under no circumstance should a Licensee use a deck of playing cards more than six (6) times.
- (b) Except for pre-shuffled playing cards, card inspection shall be performed by the dealer prior to its use to ensure correctness and completeness of number and suits of cards in the deck. Card inspection shall entail the following:
1. Counting of cards in a deck
 2. Sorting according to sequence and suits
 3. Inspecting the front and back of each card for markings (i.e.,

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flawed, scratched or marked)

- (c) All cards (i.e., used, unused, damaged cards) to be removed from the casino floor shall be placed in a sealed carrier labelled with the table number, date, and time and shall be signed by the dealer and his/her immediate superior assigned to that table/pit/area.
- (d) Playing cards may be removed at any time if there is any indication of tampering, flaws, scratches, marks or other defects that might affect the integrity or fairness of the game.

Section 5. Pre-shuffled Playing Cards

- (a) The Licensee shall assume full responsibility for any anomaly or irregularity that may arise from the use of such pre-shuffled decks of cards.
- (b) In the event that said anomaly or irregularity mentioned in subsection (a) above results in a loss, the Licensee shall solely shoulder all resulting losses.

Section 6. Inventory and Storage of Playing Cards

- (a) As stated in Regulation 10, Section 4, new playing cards received shall be inspected and a physical inventory shall be conducted by the Licensee and a representative from the CMED-IR
- (b) The Licensee shall record playing cards using a manual/automated inventory system, which shall contain the following:
 - 1. Beginning Inventory
 - 2. Received from the card vault
 - 3. Distributed to casino floor
 - 4. Used card from the casino floor

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5. Destroyed
6. Ending Inventory

Movement of playing cards from/to card storage room/vault and card room shall be witnessed by Security personnel and shall be covered by Surveillance at all times.

- (c) When returned to storage, all collected used and unused cards shall be inspected for tampering, marks, alterations, missing or additional cards or anything that might indicate unfair play. Evidence of such will be reported to Table Games, Surveillance, Casino Accounting and Internal Audit.
- (d) The procedures for inspecting all decks shall, at a minimum, include:
 1. Sorting cards sequentially by suit (not applicable for pre-shuffled playing cards)
 2. Inspecting the sides of the cards for crimps, bends, cuts and shaving
 3. Inspecting the front and back of all cards for consistent shading and coloring

Upon inspection, if one or more cards in a deck are determined to be unsuitable for continued use, said cards shall be placed in a sealed carrier and a corresponding Incident Report shall be prepared.

- (e) Upon completion of the inspection procedures required above, each deck of cards which is determined to be suitable for continued use shall be placed in sequential order, repackaged, and returned to the pit stand for subsequent use. If a deck has any missing cards, the individual who repackages the cards shall indicate the need for the appropriate replacement cards.
- (f) New and used playing cards shall be stored in a secure location (i.e.,

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card vault) with access control and shall only be accessed by designated accountable casino key personnel from the card room and security. A system of internal control shall be employed by the Licensee for the handling and control of keys.

- (g) Excess decks issued to the casino floor shall be placed in a designated secure location. Keys to said location shall be in possession of an accountable casino key employee (e.g., Pit Manager, Operations Manager).
- (h) The daily documentation on the cards movement to/from card vault/storage to the casino floor shall be submitted to Casino Accounting for daily verification and retention.
- (i) A physical count shall be conducted by key casino personnel, in the presence of security, of all cards in the card vault/storage. The physical count shall be reconciled and verified against the cards distributed, the cards destroyed and cancelled, and the cards returned to the card vault/storage.
- (j) Security personnel involved in the card handling procedures under this Section shall affix their signature in the card reconciliation sheets:
 - 1. Upon issuance of decks of cards for opening;
 - 2. Upon receipt of used and unused decks of cards at closing;
 - 3. Upon unused decks of cards being delivered to the vault;
 - 4. Upon used decks of cards being delivered to the reconciliation room; and,
 - 5. After decks of cards are sorted for shredding.

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REGULATION 10

PROCUREMENT OF GAMING EQUIPMENT AND PARAPHERNALIA

Section 1. General Guidelines

- (a) Procurement of gaming equipment and paraphernalia can only be made by a Licensee.
- (b) Following are the lists of gaming equipment and paraphernalia for purposes of this Regulation:
 1. Electronic Gaming Machine
 - a. Assembly Parts, Peripherals and Accessories
 - b. Speakers with Controllers and Software
 - c. Signage and Accessories
 2. Playing Cards
 3. Gaming Chips and Plaques
 4. Electronic Card Dispenser
 5. Multi-Deck Continuous Shuffler
 6. Electronic Sic Bo Tables
 7. Electronic Dice Shakers
 8. Roulette Chipper Machines
 9. Progressive Jackpot Systems
 10. Security Locks and Safety Equipment
 11. Transmitters/Receivers and Hubs; Power Systems; Line Card and Cables
 12. Intelligent System Controller and Hardware
 13. Gaming Table and Layouts
 14. Game Conversion Kits
 15. Casino Management System:
 - a. Hardware
 - b. Software



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- c. Consumables
- 16. Peripherals Gaming Equipment
 - a. Auxiliary Table System
 - b. Non-electronic Card Shoe
 - c. Dice
 - d. Money Wheels
 - e. Pai-gow Wheels
 - f. Roulette Wheels
 - g. Card Shufflers
- 17. Non-Gaming Paraphernalia
 - a. Card Reader
 - b. Card Checker
- 18. Electronic Bingo Machines, Assembly Parts, Peripherals and Accessories
- 19. Electronic Quick Shots Bingo Units
- 20. Electronic Daubers/Handsets
- 21. Bingo Cards/Tickets/Daubers
- 22. Surveillance Equipment including Spare Parts

The above lists may be amended based on an annual review to be conducted by PAGCOR in consultation with the licensees.

- (c) The Licensee shall procure gaming equipment and paraphernalia only from a GLDD-enrolled supplier pursuant to the Suppliers Regulatory Manual.
- (d) As stated in Regulations 3, 4, 6, 7, 8 and 9, the following gaming equipment and paraphernalia shall require PAGCOR's approval:
 - 1. table layouts;
 - 2. slot machines;
 - 3. electronic table games;

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4. casino management system hardware;
5. casino management system software;
6. surveillance equipment;
7. gaming chips and plaques;
8. playing cards;
9. other gaming equipment and gaming paraphernalia as may be required by PAGCOR.

Section 2. Foreign Procurement

- (a) The Licensee may import gaming equipment and paraphernalia for casino use as may be permitted by law and subject to legal and customs requirements for this purpose.
- (b) Clearance to import from PAGCOR shall first be obtained by the Licensee prior to actual shipment of gaming equipment and paraphernalia. The Licensee shall submit the following in order to obtain clearance to import:
 1. The Licensee shall present the Shipment Clearance Request and Approval Form (Form 17) to PAGCOR Cashier for payment of the Php1,000.00 non-refundable processing fee.

Thereafter, the Licensee shall submit Form 17 together with a copy of the Official Receipt to the appropriate Evaluating Department.

2. The Evaluating Department shall evaluate if the requested equipment/paraphernalia is necessary in the conduct of the Licensee's operations.
 - If so, the Evaluating Department will issue a Certification and shall approve the Form 17.

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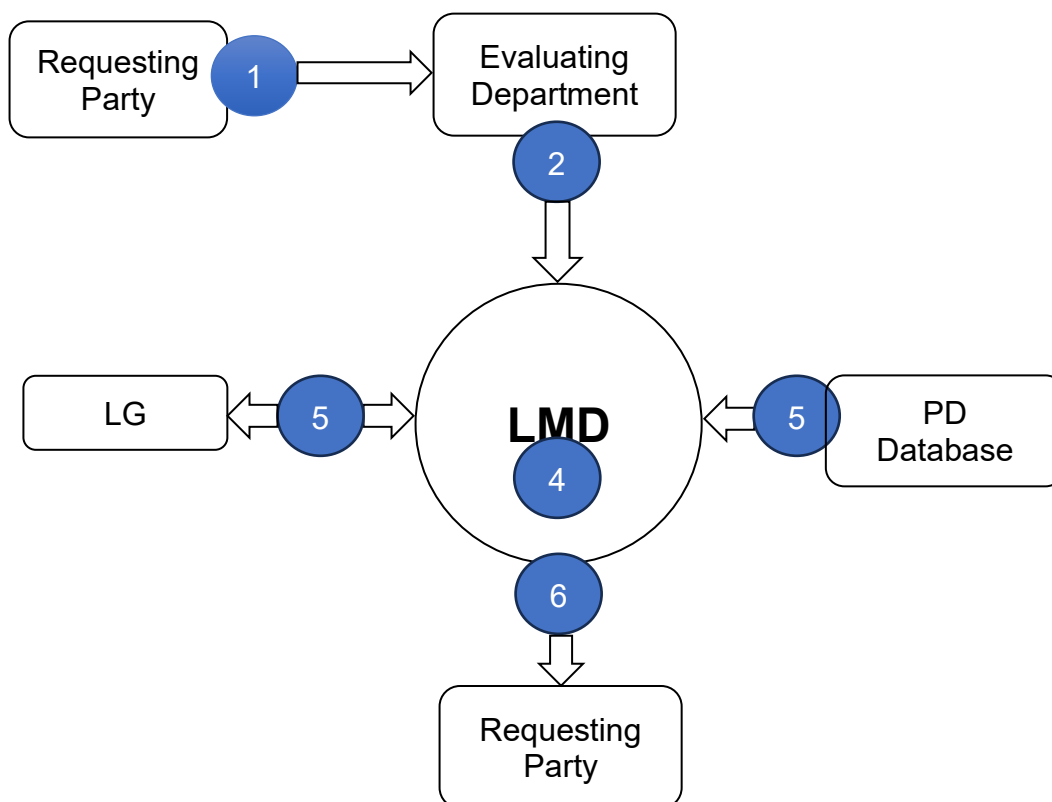
- The Evaluating Department shall forward Form 17, the Certification and Official Receipt to the Logistics Management Department (LMD).

3. The LMD shall verify if the Licensee's Supplier and Broker are registered with PAGCOR through the shared folder from the Procurement Group.
4. The LMD shall issue shipping instructions to the Licensee to submit the Airway Bill/Bill of Lading. Issuance of the shipping instructions to the Licensee is per shipping transaction.

Thereafter, LMD prepares and signs the Exemption Letter to the Department of Finance (DOF), the DOF Form 91 and the Affidavit of End-Use.

5. The LMD shall forward the Affidavit of End-Use to the Legal Group for notarization.
6. The LMD shall then advise the Licensee that the approval process is complete and that the Licensee can pick up the exemption documents for the submission to the DOF.
7. The total process barring any default caused by the Licensee shall not take more than seventy-two (72) hours.

The process flowchart illustrating the above is shown below:



Section 3. Local Purchase

- (a) The Licensee may procure locally available gaming equipment and gaming paraphernalia as may be permitted by law.
- (b) Clearance shall first be obtained by the Licensee from PAGCOR prior to actual purchase of gaming equipment and gaming paraphernalia. The Licensee shall submit the following to GLDD in order to obtain clearance to purchase:
 1. Duly accomplished Local Purchase Clearance Request and Approval Form (Form 18).
 2. Copy of Commercial Invoice, Sales Invoice or any related documents prescribed by the Bureau of Internal Revenue (BIR) in supplier's letterhead containing the following:

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- (i) Supplier's name and address;
 - (ii) The word "Commercial Invoice", Sales Invoice;
 - (iii) Invoice number;
 - (iv) Date of invoice;
 - (v) Billed to/sold to;
 - (vi) Quantity of each line item to be purchased;
 - (vii) Description of each line item to be purchased.
 - (viii) Unit price of each line item to be purchased;
 - (ix) Total price amount of each line item to be purchased;
 - (x) Grand total amount of all items to be purchased; and,
 - (xi) Printed name and signature of the supplier's authorized representative.

- (c) Each Local Purchase Clearance Request and Approval Form shall cover one (1) commercial invoice, sales Invoice or any related documents prescribed by the BIR.

- (d) Once the request is approved, Licensee shall ensure that all items purchased are strictly within quantities and description as approved by PAGCOR per Commercial Invoice, Sales Invoice, or any related documents prescribed by the BIR.

Section 4. Inspection and Inventory

- (a) CMED-IR shall conduct an inspection/inventory of the shipment (in the case of imported gaming equipment and paraphernalia) or locally purchased items before it is turned over to the Licensee.

- (b) Items shipped/imported/locally purchased which are found to be in excess, lacking, or are not indicated in the Invoice shall be reported promptly by the CMED-IR to GLDD.

- (c) The Licensee shall be responsible for coordinating with the CMED-IR

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for the conduct of inspection and inventory of gaming equipment and paraphernalia upon their delivery to a designated storage area or the casino premises. The Licensee shall serve written notice to CMED-IR at least ten (10) days prior to the estimated arrival of the shipment.

(d) For gaming equipment and paraphernalia:

1. Serialized gaming equipment and paraphernalia (e.g., slot machine, shoe box) shall be affixed with PAGCOR inventory tag. Other non-serialized equipment and paraphernalia such as gaming tables, roulette wheel, etc., may also be affixed with a PAGCOR inventory tag.
2. The Licensee shall ensure that monthly inventory reports of gaming equipment and paraphernalia are on record and available upon request by PAGCOR.

(e) On gaming chips, plaques, and playing cards:

Upon result of the inspection by CMED-IR and Licensee representatives, CMED-IR shall report any deviation or discrepancy which may include the following:

- (i) The shipment contains defective items or those in deviation of the approved artwork;
- (ii) The quantity and denomination of items are not the same as those indicated in shipment documents.

(f) On dice:

The Licensee shall maintain an inventory of all dice. The inventory shall contain all the following information:

- (i) The date on which dice was received from shipment.
- (ii) The quantity of the dice received from shipment.

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- (iii) The quantity of dice that are placed into play each day.
- (iv) The quantity of dice that are removed from play due to suspected tampering and the date of the removal.
- (v) The quantity of dice that are removed from play and decommissioned each day.

REGULATION 11

ENROLLMENT OF SUPPLIERS OF GAMING EQUIPMENT AND PARAPHERNALIA

(Please refer to the Implementing Rules and Guidelines on enrollment of suppliers of gaming equipment and paraphernalia as provided in the Suppliers Regulatory Manual)

REGULATION 12

MOVEMENT OF GAMING EQUIPMENT AND PARAPHERNALIA

A Licensee may transfer a gaming equipment and paraphernalia from its authorized storage area to the gaming floor, or vice versa, or cause the transfer of gaming equipment and paraphernalia for transfer to another casino location, or ship-out gaming equipment and paraphernalia out of the country.

Section 1. General Guidelines

- (a) Any movement of gaming equipment and paraphernalia requires prior notification to or approval from PAGCOR, where applicable.
- (b) The Licensee shall notify PAGCOR in writing of its authorized offsite storage area with the following information:
 1. Name of building
 2. Address or location
 3. Sketch or visuals on location with vicinity map
 4. Name of designated custodian/s
 5. Internal Security/Standard Operating Procedures

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- (c) If a Licensee maintains an online inventory system, the Licensee shall provide the CMED-IR with viewing access to the system to monitor the gaming equipment and paraphernalia stored at the offsite storage.

Section 2. Transfer of Gaming Equipment and Paraphernalia from the Licensee's Authorized Storage Area to the Gaming Area

- (a) Gaming equipment and paraphernalia to be transferred from the Licensee's authorized storage area for deployment to the gaming area shall require prior notification by the Licensee to PAGCOR. The Licensee shall submit a duly accomplished Transfer of Gaming Equipment Notification Form (Form 19) to GLDD at least one (1) business day prior to the scheduled transfer.
- (b) The Licensee shall maintain a record of all gaming equipment and paraphernalia transferred from its authorized storage area to the gaming area. The record shall contain the following information:
1. manufacturer of the gaming equipment and paraphernalia to be transferred;
 2. type of gaming equipment and paraphernalia to be transferred (i.e. gaming tables, EGMs, surveillance equipment, bill validator/acceptor, slot machine signages, casino management system hardware, shufflers, roulette wheel, money wheel, auxiliary table games and other gaming equipment);
 3. description of gaming equipment;
 4. PAGCOR inventory tag number of the gaming equipment;
 5. reference serial number of covering Transfer of Gaming Equipment Notification Form;
 6. actual date of transfer of gaming equipment;
 7. EGM serial number;
 8. EGM game name/theme; and
 9. quantity of gaming equipment to be transferred.

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- (c) No later than the 10th day of the following month, the Licensee shall submit to CMED - IR a report indicating all gaming equipment transferred for the month.

Section 3. Pullout and Transfer of Gaming Equipment and Paraphernalia from the Gaming Area to the Licensee's Authorized Storage Area

- (a) Gaming equipment and paraphernalia to be pulled-out from the gaming floor for transfer to the Licensee's authorized storage area shall require prior notification by the Licensee to PAGCOR. The Licensee shall submit a duly accomplished Pull-Out and Storage of Gaming Equipment Notification Form (Form 19) to GLDD at least one (1) business day prior to the scheduled pull-out from the gaming area.
- (b) CMED-IR shall conduct an inspection and inventory of the gaming equipment and paraphernalia prior to the scheduled pull-out and transfer.
- (c) The Licensee shall maintain a record of all gaming equipment and paraphernalia pulled out and transferred from the gaming area to the Licensee's authorized storage area. The record shall contain the same information indicated under subsection (b) of Section 2 of this Regulation.
- (d) No later than the 10th day of the following month, the Licensee shall submit the following to CMED-IR a report indicating all gaming equipment and paraphernalia pulled out and transferred for the month.

Section 4. Pullout of Gaming Equipment and Paraphernalia from a Casino Licensee for Transfer to Another Casino Licensee

- (a) A gaming equipment and paraphernalia may be transferred from one casino licensee to another casino licensee provided that the casino licensee transferee shall henceforth assume full responsibility and accountability for the gaming equipment.

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- (b) The pull-out and transfer of a gaming equipment and paraphernalia to and from various properties of a Licensee, as may be applicable, shall be subject to the guidelines under this section.
- (c) The Licensee transferor shall submit a duly accomplished Section A of the Pull-Out and Transfer Clearance Request and Approval Form (Form 20) to GLDD at least ten (10) calendar days prior to the scheduled pull-out and transfer.
- (d) GLDD shall reject the Pull-Out and Transfer Clearance Request and Approval Form if the information contained in the Form is incomplete or incorrect.
- (e) CMED-IR shall conduct an inspection and inventory of the gaming equipment on the following occasions:
 - 1. prior to the Licensee transferor's scheduled pull-out and transfer; and,
 - 2. upon delivery of the gaming equipment to the Licensee transferee.
- (f) The Licensee transferor and transferee shall comply with the inventory guidelines under Section 4 paragraph (d)2 of Regulation 10.

Section 5. Pullout of Gaming Equipment and Paraphernalia from a Licensee for Transfer to a Supplier

- (a) A gaming equipment and paraphernalia may be returned by a Licensee to supplier's warehouse in the Philippines provided that the supplier:
 - 1. has a valid Permit to Hold to possess gaming equipment and paraphernalia; and
 - 2. assumes full responsibility and accountability for the gaming

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equipment and paraphernalia.

- (b) The pull-out of a gaming equipment and paraphernalia from a Licensee for transfer to a supplier shall require the prior approval of PAGCOR. The Licensee shall submit a duly accomplished Pull-Out and Transfer to Supplier of Gaming Equipment Notification Form (Form 21) to GLDD at least one (1) business day prior to the scheduled pull-out and transfer.
- (c) CMED-IR shall conduct an inspection and inventory of the gaming equipment prior to the scheduled pull-out and transfer.
- (d) The Licensee shall comply with the inventory guidelines under Section 4 paragraph (d)2 of Regulation 10.

Section 6. Pullout of Gaming Equipment and Paraphernalia from the Licensee's Gaming Area or Authorized Storage Area for Ship Out

- (a) A gaming equipment and paraphernalia may be shipped by a Licensee out of the country.
- (b) A duly accomplished Ship Out Clearance Request and Approval Form (Form 22) shall be submitted to GLDD at least seven (7) business days prior to the scheduled ship-out.
- (c) The Licensee 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 or other government agencies as may be applicable, and actual transporting of gaming equipment to the port.
- (d) GLDD shall reject the Ship-Out Clearance Request and Approval Form if the information contained in the Form is incomplete or incorrect or if the reference Commercial Invoice or Pro-forma Invoice is not attached.
- (e) For casinos whose importations availed of PAGCOR's customs and

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duties tax exemptions, PAGCOR shall seek approval from the Department of Finance/Special Economic Zone Authority on the proposed ship-out.

- (f) CMED-IR shall conduct an inspection and inventory of the gaming equipment prior to the scheduled pull-out and ship-out. CMED-IR shall likewise furnish GLDD, LMD, and Evaluating Department a copy of the report indicating export details of the gaming equipment and paraphernalia that were shipped out.
- (g) The Licensee shall comply with the inventory guidelines under Section 4 paragraph (d)2 of Regulation 10.

REGULATION 13

PERMANENT DECOMMISSIONING AND DISPOSAL OF GAMING EQUIPMENT AND PARAPHERNALIA

Section 1. Permanent Decommissioning of EGMs

- (a) A Licensee may permanently decommission its EGMs if it has rights over the gaming machines and subject to the guidelines and procedures in this Regulation. Otherwise, the Licensee shall ship-out the EGMs in accordance with the guidelines and procedures under Regulation 12.
- (b) For casinos whose importations availed of PAGCOR's customs and duties tax exemptions:
 - 1. The Licensee shall inform GLDD of the planned permanent decommissioning of EGMs by submitting a duly accomplished the Permanent Decommissioning of Electronic Gaming Machines Request and Approval Form (Form 23) at least seven (7) business days prior to the intended date of decommissioning. In addition to such other items or information as PAGCOR may require, the notification form shall be accompanied by the

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following:

Copies of the following shipment documents covering the EGMs to be permanently decommissioned:

- Previously-issued Indorsement letter from the Department of Finance (DOF) – Revenue Express Lane to the Commissioner of Customs, Manila, granting customs and duties taxes exemption on the shipment;
- Commercial Invoice, Pro-forma Invoice, Sales Invoice, Tax Invoice;
- Packing List and Bill of Lading or Airway Bill;

In the absence of the documents mentioned above, the Licensee shall submit the following:

- Bureau of Customs – Customs Declaration;
- Assessment Notice;

2. PAGCOR shall submit an application with the Department of Finance (DOF) for the permanent decommissioning/disposal of EGMs.
3. Permanent decommissioning shall not be carried out unless PAGCOR has obtained written approval from the DOF.
4. GLDD shall notify the Licensee to proceed with the Permanent Decommissioning of EGMs as soon as it has obtained written clearance from the DOF.

(c) For casinos whose importations are covered by an Import Permit filed with Special Economic Zone Authority (SEZA):

1. The Licensee shall inform GLDD of its planned permanent

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decommissioning of EGMs. The notification shall comprise of, in addition to such other items or information as PAGCOR may require:

- (i) Permanent Decommissioning of EGMs Notification Form duly accomplished by the Licensee's authorized signatory (Form 23);
 - (ii) Copy of the following shipment documents covering the EGMs to be permanently decommissioned:
 - Commercial Invoice, Pro-forma Invoice, Sales Invoice, Tax Invoice;
 - Packing List and Bill of Lading or Airway Bill;
 2. GLDD shall process the proposed Permanent Decommissioning of EGMs and provide the Licensee a copy of the acknowledged form in order for the Licensee to obtain the approval of the SEZA for the permanent decommissioning/disposal of EGMs.
 3. It shall be the Licensee's responsibility to seek the prior written approval of SEZA and shall provide GLDD with the copy of the said approval. Permanent decommissioning shall not be carried out by the Licensee unless the submitted written approval is acknowledged in writing by GLDD.
- (d) Upon receipt of the SEZA approval, GLDD shall furnish CMED-IR the following:
1. Copy of the Permanent Decommissioning of EGMs Notification Form; and,
 2. Copy of the Commercial Invoice and Packing List of the EGMs for permanent decommissioning.



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- (e) The Licensee shall notify CMED-IR of the EGMs permanent decommissioning schedule.
- (f) The Licensee, along with representatives from the CMED - IR, shall conduct an inspection and inventory of the EGMs for permanent decommissioning in order to (a) verify the identification of the EGMs and (b) determine the presence or absence of EGM component parts. A Certificate of Permanent Decommissioning of Electronic Gaming Machines (Form 24) shall be duly accomplished by Licensee's authorized representatives and noted by CMED-IR as witnesses.

The permanent decommissioning of EGMs shall be carried out in the presence of CMED-IR representative/s.

- (g) Inspection and inventory of EGM component parts shall be conducted and documented in the Inspection & Inventory Checklist of Component Parts of Electronic Gaming Machines for Permanent Decommissioning (Form 25). One form shall be used for each EGM. Inspected EGM component parts shall be noted as "found" and missing component parts shall be noted as "missing". The Licensee shall submit to CMED - IR a written explanation for such missing component parts.
- (h) All EGM component parts including game and video EPROMs, operating system EPROMs, and Serial and Information Plate must be removed from the EGM cabinet.
- (i) A legible and complete image/photocopy of each EGM Serial and Information Plate must be obtained, copies of which shall be furnished to GLDD and CMED-IR.
- (j) EGM component parts may be retained and salvaged for future use except for the following critical component parts which must be destroyed:

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1. EGM cabinet
2. Serial and information plate
3. Game EPROM IC Chip/Compact Flash
4. Operating system EPROM IC Chip/Compact Flash

Other than the items mentioned above, the Licensee shall determine component parts which it shall salvage for future use and the same shall likewise be documented as “salvaged for future use” in the Inspection & Inventory Checklist of Component Parts of Electronic Gaming Machines for Permanent Decommissioning (Form 25).

- (k) Salvaged EGM component parts are not for re-sale but shall be for the exclusive use of the Licensee.
- (l) Salvaged EGM component parts shall be stored in a secure location within the casino premises, or other authorized areas. The storage location shall be indicated in the Inspection & Inventory Checklist of Component Parts of Electronic Gaming Machines for Permanent Decommissioning. The Licensee shall assume responsibility over the salvaged EGM component parts and shall monitor usage and inventory of the same.
- (m) The total quantity of salvaged EGM component parts from permanently decommissioned EGMs shall be consolidated, summarized and accounted for by the inspection and inventory team in the Summary Inventory Report of Electronic Gaming Machines Component Parts Salvaged for Future Use (Form 26). The total quantity declared under said report shall be recorded as additions during the applicable quarter in the Quarterly Report on Usage and Inventory of Salvaged Electronic Gaming Machines Component Parts (Form 27).
- (n) The Licensee shall submit the Quarterly Report on Usage and Inventory

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of Salvaged Electronic Gaming Machines Component Parts to CMED within ten (10) days of the month following the end of each quarter.

PAGCOR reserves the right to conduct inspection and inventory of these component parts with prior notification of ten (10) days to the Licensee.

- (o) As mentioned in subsection (j) above, EGM critical component parts namely EGM cabinet, serial and information plate, game EPROM IC chip/compact flash and operating system EPROM IC chip/compact flash shall be destroyed.
- (p) The inspection and inventory team shall accomplish the Checklist of Electronic Gaming Machines Component Parts for Destruction (Form 28) to document the list of EGM component parts to be destroyed. Other component parts which are not tagged as “salvaged items for future use” in the Inspection and Inventory Checklist of EGMs for Permanent Decommissioning (Form 25) must be tagged as “for destruction” under said Form 28. Similar to Form 25, a “one form for per EGM” policy shall be implemented for said Form 28.
- (q) Game and video EPROMs, operating system EPROMs and Serial and Information Plate, and other component parts shall be destroyed by pounding, breaking, cutting or such other methods that will prevent any possible reuse in the future. EGM cabinets shall be destroyed by dismantling and cutting, or such other method as may be deemed appropriate by the Licensee. Destroyed component parts may thereafter be disposed of as scrap/junk.
- (r) After permanent decommissioning, copies of the following shall be submitted by CMED-IR to GLDD, copy furnished Acquisition and Disposal Department, Logistics Management Department, and Slot Machine Department:
 1. Certificate of Permanent Decommissioning of EGMs;

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2. Legible image/photocopy of Serial and Information Plates

Licensees shall maintain copies of the following and shall be made available to GLDD/CMED–IR upon request:

1. Certificate of Permanent Decommissioning of EGMs;
2. Inspection and Inventory Checklist of Component Parts of Electronic Gaming Machines for Permanent Decommissioning;
3. Legible image/photocopy of Serial and Information Plates;
4. Summary Inventory Report of Electronic Gaming Machines Component Parts Salvaged for Future Use;
5. Checklist of Electronic Gaming Machines Component Parts for Destruction; and,
6. Quarterly Report on Usage and Inventory of Salvaged Electronic Gaming Machines Component Parts.

Section 2. Destruction of Playing Cards

- (a) Cards deemed by the Licensee as unsuitable for further use in gaming operations should be stored inside a dedicated and secure Card Disposal Room to await destruction.
- (b) A record of all the cards in the disposal room at any given time or for a specific period shall be kept and maintained. The record shall contain, but is not limited to, the following information:
 1. Opening Card Inventory of the Disposal Room;
 2. All cards added to the inventory during the period covered;
 - (i) Source Table
 - (ii) Color
 - (iii) Manufacturer/Supplier
 3. All cards removed from the inventory during the period (destroyed or otherwise);

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4. Closing Card Inventory of the Disposal Room

- (c) Playing cards for destruction shall be completely destroyed by either of the following manners:
1. shredding;
 2. grinding; or,
 3. incineration, but subject to environmental standards.
- (d) Members of the PMT as well as representatives from the Licensee shall monitor the destruction procedure. The Licensee and PMT shall ensure that all cards are completely destroyed and rendered unusable for gaming operations.
- (e) After destruction, the Licensee shall accomplish and sign a Certificate of Used Playing Card Destruction Form (Form 30) to be acknowledged by PMT.
- (f) On the first business day of the succeeding week, the Licensee shall submit to GLDD a duly accomplished the Destruction of Used Playing Cards Notification Form (Form 29) together with the Certificates of Playing Card Destruction Form covering the previous week.

Section 3. Permanent Decommissioning of Dice

- (a) The Licensee shall remove any dice for permanent decommissioning if there is an indication of any of the following:
1. The dice have been tampered with;
 2. The dice is flawed; and
 3. The dice is defective, and the defect may affect the integrity or fairness of the game.
- (b) The Licensee shall inform the PMT when there is an indication of



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tampering, flaw or defect on the dice. The Licensee shall remove the dice from the gaming table and place the dice in a container. The following information shall likewise be placed on the outside of the container:

1. The date and time the dice was removed from play.
2. The gaming device name and serial number from which the dice was removed from play.
3. The characteristics that indicate that the dice was tampered with.
4. The name of all Licensee's gaming employees at the gaming device from which the dice were removed.

If upon the Licensee's investigation the dice is found to be tampered, defective or has flaws, the Licensee shall inform GLDD of its intent to destroy said dice by submitting the Destruction of Discontinued or Counterfeit Gaming Chips/Plaques and other Gaming Paraphernalia Notification Form (Form 31) at least one (1) business day prior to the intended date of destruction.

(c) Dice shall be completely destroyed by either of the following manner:

1. drilling a circular hole;
2. grinding; or,
3. incineration, but subject to environmental standards.

(d) Members of the PMT shall monitor the destruction process. The Licensee and PMT shall ensure that the dice is completely destroyed and rendered unusable for gaming operations.

(e) After destruction, the Licensee shall accomplish and sign a "Certificate of Gaming Chips/Plaques and Other Gaming Paraphernalia Destruction Form" (Form 32) to be acknowledged by the PMT.

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Section 4. Destruction of Discontinued Gaming Chips and Plaques

- (a) The Licensee shall notify GLDD of its intent to destroy discontinued gaming chips and plaques. The notification shall include, in addition to such other items or information as PAGCOR may require:

Destruction of Discontinued or Counterfeit Gaming Chips/Plaques and other Gaming Paraphernalia Notification Form (Form 31) duly accomplished by the Licensee's authorized signatory.

- (b) The destruction of discontinued gaming chips and plaques shall be carried out by the Licensee in coordination with the PMT.
- (c) After destruction, the Licensee shall accomplish and sign a Certificate of Gaming Chips/Plaques and other Gaming Paraphernalia Destruction Form (Form 32) to be acknowledged by the PMT.
- (d) The denomination, number and amount of value chips and plaques or, in the case of non-value chips, the description and number so destroyed shall be recorded and signed by the Licensee.
- (e) Each Licensee shall maintain each record required by subsection (d) above for at least five (5) years, unless PAGCOR approves or requires otherwise.

Section 5. Destruction of Counterfeit Gaming Chips and Plaques

- (a) As used in this section, "counterfeit chips or plaques" mean any chip- or token-like objects that have not been approved pursuant to this regulation, including objects commonly referred to as "slugs".
- (b) Unless a law enforcement officer instructs or a court of competent jurisdiction orders otherwise in a particular case, the Licensee shall destroy or otherwise dispose of counterfeit chips/plaques discovered at

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their establishments in accordance with the guidelines and procedures and in the manner stated in Section 4.

(c) Each Licensee shall record, in addition to such other information as PAGCOR requires under Section 4:

1. The number and denominations, actual and purported, of the counterfeit chips and plaques destroyed or otherwise to be disposed of pursuant to this section;
2. The month during which they were discovered;
3. The names of the persons carrying out the destruction or other disposition on behalf of the Licensee. The Licensee shall also maintain a record indicating the names and credential numbers of all casino personnel involved in each such destruction, and the names and employer of all non-casino personnel involved.

(d) Each Licensee shall maintain each record required by subsection (c) above for at least five (5) years, unless PAGCOR approves or requires otherwise.

REGULATION 14

CASINO OPERATIONAL RULES AND GUIDELINES

Section 1. The Casino Operational Rules and Guidelines (CORG)

- (a) The CORG is a document that will govern the day-to-day casino operations of the Licensee.
- (b) The CORG shall contain, among others, the following:
 1. Casino Organizational Structure
 - (i) Organizational Chart which shall depict the appropriate



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segregation of functions and responsibilities.

- (ii) A description of the duties and responsibilities of each position shown in the organizational chart.
- (iii) Sections/Departments

2. Operational Guidelines and Procedures

The Operational Guidelines and Procedures shall contain a detailed and narrative description of the policies, rules and guidelines in the following:

- (i) Physical characteristics of the drop box and tip box (if applicable);
- (ii) Transporting drop boxes and tip boxes to and from the gaming tables;
- (iii) Gaming Table inventories;
- (iv) Opening and closing of gaming tables;
- (v) Fills and Credits;
- (vi) Transporting of gaming chips and plaques to and from gaming tables;
- (vii) Shift changes at gaming tables;
- (viii) Types of table game offerings;
- (ix) Table Game rules and mechanics including poker (players-to-player games);
- (x) Gaming table equipment and paraphernalia;
- (xi) Accepting and reporting tips and gratuities (if applicable);
- (xii) Physical characteristics of bill stackers;
- (xiii) Slot Machines and Electronic Table Games;
- (xiv) Information on stand-alone/linked jackpots (if applicable);
- (xv) Transporting of bill stackers to and from EGMs;



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- (xvi) Gaming chips and plaques purchases;
- (xvii) Hand-paid jackpots;
- (xviii) Junket Operations;
- (xix) Credit card and debit card transactions;
- (xx) Acceptance, accounting for, and redemption of patron's cash deposits;
- (xxi) Coupon redemption and other complimentary distribution programs;
- (xxii) Cash transactions reporting; and,
- (xxiii) Financial and Gaming Data Back-up and record retention.

3. Customer Support

This section shall contain a detailed and narrative description of the policies, rules and guidelines on the following:

- (i) Customer support facilities
- (ii) Dispute resolution guidelines on customer complaints

4. Security and surveillance measures and equipment

- (i) Casino Surveillance Plan
- (ii) Guidelines on entry to casino premises
- (iii) Exclusion orders
- (iv) Prohibited acts within the casino premises

5. Minimum Internal Controls Standards with respect to but not limited to the following:

- (i) Cage and Credit
 - Gaming Chips and Plaques
 - Purchase
 - Receipt and Storage
 - Security



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- Inventory
- Destruction
- Establishing Credit Accounts
- Credit Issuances and Voiding Markers / Warrant
- Cashing Checks and Guaranteed Drafts
- Transferring Credit Instruments
- Payment Standards
- Access to Credit Documentation
- Write-Off and Settlement/Discount Standards
- Wagering Accounts
- Customer Deposits
- Safe Deposit Boxes
- Cage/Vault Accountability
- Promotional Payouts, Drawings and Giveaway Programs
- Accounting/Audit Standards

(ii) Table Games

- Playing Cards
 - Receipt and Storage
 - Distribution
 - Removal from Pit/Table
 - Inspection
 - Reconciliation
- Dice
 - Receipt
 - Storage
 - Inspection
 - Removal from Use
- Check Cashing in Pit
- Foreign Currency
- Fill and Credit Standards



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- Chip and Plaque Transfers
- Drop Standards
- Soft Count Standards
- Key Controls
- Progressive Pots and Pools
- Promotional Payouts, Drawings and Giveaway Programs
- Computerized Player Tracking Systems
- Contests/Tournaments
- Accounting/Audit Standards

(iii) Electronic Gaming Machines

- Bill Drop Standards
- Equipment Standards
- Slot Coin Count and Wrap Standards
- Segregated and Non-Segregated Coin Rooms (if applicable)
- Coin Count Completion and Documentation (if applicable)
- Currency Acceptor Drop and Count Standards
- Jackpot Payouts, Slot Fills, Short Pays, Cancelled Credit Payouts, Promotional Payouts, Drawings and Giveaway Programs
- Slot Fill Cabinets
- Payout Receipt Systems
- Game Program Testing
- EPROM Game Program Duplication
- Other Game Program Storage Media Duplication
- On-line Slot Metering Systems
- Slot Machine Drop Box and Hopper Contents Removal
- Key Controls

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- Computerized Player Tracking, Promotional Accounts, Promotion and External Bonusing Systems
- Contests/Tournaments
- Accounting/Audit Standards
- Record Retention

Section 2. Formulation and Submission of the CORG

- (a) Not later than six (6) months prior to the commencement of casino operations, the Licensee shall, in consultation with PAGCOR, formulate the Casino Operational Rules and Guidelines (CORG) that will govern its casino operations.
- (b) The CORG shall be finalized by the Licensee and shall be submitted to PAGCOR for confirmation not later than three (3) months prior to the commencement of casino operations.
- (c) PAGCOR shall provide confirmation in a prompt and timely manner and if PAGCOR takes no action to confirm the CORG within thirty (30) days of submission by Licensee, the same shall be deemed confirmed by PAGCOR.
- (d) The CORG once confirmed by PAGCOR, shall be an integral part of the License.
- (e) The Licensee may amend, supplement and/or modify the previously approved CORG in consultation with, and with the confirmation of PAGCOR. The Licensee shall submit the revision notes showing the amendments and modifications, and the amended version of the CORG for PAGCOR review and confirmation not later than thirty (30) days prior to the Licensee's intended effectivity date of the amended CORG.

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Approval of the proposed changes shall be subject to the following conditions:

1. **If the changes or revisions to the CORG do not have an effect on the determination of the Gross Gaming Revenue (GGR),** the approval shall be within the authority of the Gaming Licensing and Development Department (GLDD).
2. **If, upon evaluation, the changes or revisions are determined to have an effect on the determination of the GGR,** the approval of the PAGCOR Board of Directors (BOD) shall be required.

Section 3. Casino Operations to be Consistent with CORG

- (a) A Licensee shall operate the casino and all other support facilities in a manner consistent with its License and the Casino Operational Rules and Guidelines.
- (b) PAGCOR may conduct a walk-through review of the Licensee's internal control based on the submitted CORG. Any findings resulting from such review shall be communicated to the Licensee for appropriate disposition.

REGULATION 15

CONDUCT OF GAMING

The Licensees' casino operations are governed by their respective PAGCOR-approved Casino Operational Rules and Guidelines.

Section 1. Operating Hours

- (a) A Licensee may operate its casino for twenty-four (24) hours, seven (7) days a week, three hundred sixty-five (365) days a year.

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- (b) A Licensee may close its casino operations during Lenten and Christmas/New Year breaks provided it will notify GLDD at least seven (7) days prior to said closure.
- (c) The Licensee shall shoulder and pay the remuneration of the PAGCOR Monitoring Team who will be on duty on Good Friday, Black Saturday, December 24, December 25, December 31 and January 1, which shall be billed by the CMED-IR based on PAGCOR's existing guidelines.

Section 2. Opening of Gaming Tables

- (a) Whenever a gaming table is opened for operation, a Table Opener form shall be duly accomplished by the Dealer and witnessed by the Licensee's Pit Supervisor and the PMT. Initial table inventory shall be zero.
- (b) A Table Opener or system-generated report shall be serialized.
- (c) A system-generated report may also be used to document the opening of gaming tables.
- (d) The PMT shall witness the conduct of the table opening inventory in certain circumstances, e.g., initial or par fill, re-designation of gaming tables and change of currency.

Section 3. Distribution of Gaming Chips and Plaques to the Gaming Tables

- (a) In order to facilitate the distribution of gaming chips and plaques to a specific gaming table, a Request for Fill shall be prepared by the assigned Dealer and verified by Pit Supervisor of the Licensee.
- (b) The Request for Fill shall be serialized and shall be in at least three (3)

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copies to be distributed as follows:

1. Copy 1 (original) - Cage cashier
2. Copy 2 (duplicate) - Drop box
3. Copy 3 (triplicate) - Drop box

(c) Each Fill Slip shall be serialized and shall be in at least three (3) copies to be distributed as follows:

1. Copy 1 (original) - Drop box
2. Copy 2 (duplicate) - Cage cashier
3. Copy 3 (triplicate) - Drop box

(d) Where the Request for Fill and Fill Slips are manually prepared, the following shall be observed:

1. Unused Requests for Fill and Fill Slips shall be stored in a secure dispenser;
2. Access to the Requests for Fill and Fill Slips shall be maintained and controlled at all times by casino employees responsible for the accounting and control for the used and unused Requests for Fill and Fill Slips, placing in and removing Requests for Fill and Fill Slips from the dispenser, on a periodic basis;
3. A Licensee shall maintain a record of used Fill Slips.

(e) PMT may witness a fill transaction.

(f) The security personnel who transported the gaming chips and plaques

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shall:

1. Observe the immediate placement by the Dealer of the original copy of the Fill Slip and the duplicate copy of the Request for Fill into the drop box attached to the gaming table; and,
2. Return the duplicate copy of the Fill Slip to the Cage cashier where the duplicate copy of the Fill Slip and the original copy of the Request for Fill shall be kept together and controlled by the Cage cashier.

Section 4. Removal of Gaming Chips and Plaques from the Gaming Tables

- (a) In order to facilitate the removal of gaming chips and plaques from a specific gaming table for return to Cage, a request for credit shall be prepared by the assigned Dealer and verified by Pit Supervisor of the Licensee by accomplishing a Request for Credit.
- (b) The Request for Credit shall be serialized and shall be at least three (3) copies to be distributed as follows:
 1. Copy 1 (original) - Cage cashier
 2. Copy 2 (duplicate) - Drop box
 3. Copy 3 (triplicate) - Drop box
- (c) Each Credit Slip shall be serialized and shall be in at least three (3) copies to be distributed as follows:
 1. Copy 1 (original) - Drop box
 2. Copy 2 (duplicate) - Cage cashier

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3. Copy 3 (triplicate) - Drop box
- (d) Where the Request for Credit and Credit Slips are manually prepared, the following shall be observed:
1. Unused Requests for Credit and Credit Slips shall be stored in a secure dispenser;
 2. Access to the Requests for Credit and Credit Slips shall be maintained and controlled at all times by casino employees responsible for the accounting and control for the used and unused Requests for Credit and Credit Slips, placing in and removing Requests for Credit and Credit Slips from the dispenser, on a periodic basis;
 3. A Licensee shall maintain a record of used Credit Slips.
- (e) PMT shall witness a credit transaction.
- (f) The security personnel who transported the gaming chips and plaques shall:
1. Observe the immediate placement by the Dealer of the original copy of the Credit Slip and the duplicate copy of the Request for Credit into the drop box attached to the gaming table; and,
 2. Return the duplicate copy of the Credit Slip to the Chip Bank cashier where the duplicate copy of the Credit Slip and the original copy of the Request for Credit shall be kept together and controlled by the Chip Bank cashier.

Section 5. Closing of Gaming Tables

- (a) Whenever a gaming table is closed, a Table Closer form or system-



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generated report shall be duly accomplished by the assigned Dealer and witnessed by the Licensee's Pit Supervisor.

- (b) The Table Closer form shall be serialized and shall be at least two (2) copies to be distributed as follows:
 - 1. Copy 1 (original) - Cage Cashier
 - 2. Copy 2 (duplicate) - Drop Box
- (c) A system-generated report may also be used to document the closing of gaming tables.
- (d) The PMT shall witness the conduct of the table closing inventory in certain conditions, e.g., casino to close operations.

Section 6. Opening, Counting and Recording Contents of Drop Boxes

- (a) A Licensee shall have count rooms specifically designated for counting the contents of gaming table drop boxes and EGMs bill stackers.
- (b) Security access devices shall be connected to the entrance of a Count Room that will notify the surveillance system whenever a door to the Count Room is opened. The Count Room doors shall be equipped with a mantrap that will prevent these doors from opening simultaneously.
- (c) Count Rooms shall only be accessed by authorized personnel and an access log must be maintained by the Licensee.
- (d) Drop box content keys
 - 1. Drop box content keys shall be kept by authorized Cage cashier or count personnel and shall only be accessed by a Soft Count Team member.

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2. Drop box content keys shall be kept in a lockable metered key cabinet and a record shall be maintained for issuances of Drop box contents keys. Cage cashier personnel issuing the Drop box contents keys to the Soft Count Team member in the presence of a security personnel, shall log in the date and time of the key's issuance, and the issuer, the Soft Count Team member recipient and the security personnel shall affix their signatures in the report.

3. Upon return of the Drop box content keys, the Cage cashier personnel issuing the keys shall return the Drop box contents keys to the key cabinet and shall log in the date and time of the receipt of the keys and the issuer, the Soft Count Team member recipient and the security personnel shall affix their signatures in the report.

(e) The opening, counting and recording of the contents of each of the drop boxes shall be maintained by the Licensee. The PMT shall witness the opening, counting, and recording of the contents of each drop boxes physically or through surveillance.

(f) The opening, counting and recording of drop box contents shall be suspended on an emergency or scheduled break.

Only Count Team members and the PAGCOR Monitoring Team shall enter the Count Room.

(g) Each Count Team member shall wear a full-length, one-piece pocketless outer garment with openings only for the arms, feet and neck.

(h) No person shall:

1. Carry any cellular phone or computer device, purse or any form of container into the count room; and,

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2. Remove their hands from or return them to a position on or above the count table unless the backs and palms of the hands are first held straight out and exposed to the view of other Count Team members and the surveillance camera.
- (i) All collected drop boxes shall be counted immediately. Drop boxes shall be arranged and counted in sequential order or Licensee may opt to count VIP drop boxes first to gauge revenue performance.
 - (j) Before the conduct of a drop box count, the doors to the Count Room shall be locked until the entire counting, recording and verification process is completed. Count procedures may be witnessed by the PMT. Count Team members shall not be permitted to leave the Count Room except on an emergency or scheduled break.
 - (k) In case of an emergency or scheduled break, all Count Team members shall show their hands to the surveillance cameras and to each other to show that nothing is being taken out of the Count Room before they are allowed to leave the Count Room.
 - (l) As each drop box is placed on the count table, a Count Team member shall state the drop box number, gaming table number and shift for each drop box, in a volume to be heard by all persons present and to be recorded by a surveillance equipment audio recording device.
 - (m) Contents of each drop box shall be emptied into a tray placed on a count table, and the inside of the drop box shall be held up to the full view of a surveillance camera visible to the surveillance personnel viewing the count, to assure that all contents of the drop box have been removed. After which, the drop box shall be locked and placed in the Count Room storage area for empty drop boxes.
 - (n) Drop box contents placed in a tray shall be segregated by a Count Team member. Bills are stacked by denomination while documents

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are stacked by form.

- (o) In the absence of a counting machine, each denomination of bills and currency shall be counted separately by a first Soft Count Team member who shall place bills of the same denomination on the count table in full view of a surveillance camera and to the surveillance personnel viewing the count. Bills and currency counted shall be recorded on a drop cash card.
- (p) In the absence of a counting machine, the bills shall be passed to a second Soft Count Team member who shall perform an aggregate count by denomination, and all supporting documents are verified against the drop verification report. The count procedures shall be in full view of a surveillance camera and to the surveillance personnel viewing the count.
- (q) A currency counter or a bill counter may be used during the count procedures provided that this shall be in full view of a surveillance camera and to the surveillance personnel viewing the count.
- (r) In the absence of a counting machine, if the numbers and amounts of the first Soft Count Team member and the second Count Team member do not match, they shall perform a recount and agree on the numbers and amounts before they can proceed to open and count the next drop box.
- (s) During the soft count, a Master Game Report (MGR) shall be prepared either manually by another Count Team member or generated by a CMS, containing the following information per drop box number and table number:
 - 1. Amount of bills counted per denomination;
 - 2. Total amount of bills counted per currency;
 - 3. Total amount of bills counted;

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4. Amount of beginning table inventory per Table Opener form;
 5. Amount of ending table inventory per Table Closer form;
 6. Total amount of fills with details of serial number and amount of each Fill Slip;
 7. Total amount of credits with details of serial number and amount of each Credit Slip; and,
 8. The computed win/loss for each gaming table and the grand total win/loss.
- (t) Each Count Team member shall sign in the MGR to attest to the accuracy of the report.
- (u) If needed, a Count/Cage Supervisor shall enter the Count Room to perform an independent count of the drop box contents and resolve any difference.
- (v) At the conclusion of the soft count:
1. All money removed from the drop boxes shall be immediately turned over in the count room by a Count Team member to Cage cashier for deposit to the vault.
 2. The Cage cashier shall, prior to having access to the MGR, count the money received either manually or with a bill or currency counter, and certify the correctness of bills counted and recorded in the MGR.
 3. A designated Count Team Supervisor and the PMT shall sign the MGR to document that the Cage cashier and the Count Team Supervisor are in agreement with the amount of money counted.

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Section 7. Issuance, Redemption and Use of Chips and Chip Purchase Vouchers

(a) Payment for chips

A Licensee shall not issue, or cause or permit to be issued, any chips for gaming (other than complimentary chips) to any patron unless the chips are paid for to the value of the chips by one or more of the following methods of payment:

1. in cash;
2. in exchange for chip purchase vouchers issued by the Licensee;
3. by charging to the patron's credit card, where a transaction involving a credit card is permitted under the regulations made thereunder;
4. by direct debit from the amount standing to the credit of the patron's deposit account or cheque cashing account with the Licensee;
5. by an amount debited against the patron's credit account with the Licensee, where the Licensee is permitted to issue chips on credit to the patron; or
6. by such other mode of payment as PAGCOR may approve.

(b) Payment for chip purchase vouchers

A Licensee shall not issue, or cause or permit to be issued, any chip purchase voucher to any patron unless the chip purchase voucher is paid for to the value of the chip purchase voucher by one or more of the following methods of payment:

1. by direct debit from the amount standing to the credit of the patron's deposit account or cheque cashing account with the

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Licensee;

2. by an exchange of chip purchase vouchers issued by the Licensee; or
3. by such other mode of payment as PAGCOR may approve.

(c) Redemption of chips or chip purchase vouchers

A Licensee may redeem its chips or chip purchase vouchers from a patron, in exchange for the equivalent of any one of the following to the value of the chips or the amount shown on the chip purchase voucher, as the case may be:

1. cash;
2. a cheque issued by the Licensee payable to the patron or any other person named by the patron;
3. an amount transmitted by telegraphic or electronic funds transfer from the Licensee's account to an account of the patron's choice; or
4. an amount credited, in accordance with the patron's instructions, into the patron's or any other patron's deposit account, cheque cashing account or credit account, with the Licensee.

(d) Chips to be used only for playing games or tips in casino premises

1. Chips issued by a Licensee may be used by a patron only for:
 - (i) the playing of games within the casino premises of the Licensee; or
 - (ii) the giving of tips or gratuities to any person employed within

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the casino premises for any service provided by such person in the ordinary course of his duties.

2. Any person who uses chips for any purpose other than the purposes allowed under paragraph (1) shall be subject to disciplinary action.

Section 8. Conduct of Table Games

- (a) A Licensee shall not permit a person who is in a state of intoxication to participate in any gaming activity within its casino 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.
- (b) Duties of licensed gaming employees in relation to conduct of gaming on casino premises

A licensed gaming employee shall not:

- (i) advise a patron how to play a game, except to explain the rules of the game or to ensure the patron’s compliance with the relevant approved game rules;
- (ii) 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;
- (iii) accept chips for any purpose other than those set out in Section 7(e).

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Section 9. Emergency Drop Box

- (a) A full or inoperable drop box that must be replaced outside of the table game drop box collection schedule shall be replaced with an empty emergency drop box. The use of a trolley may not be required when a drop box is replaced by an emergency drop box. The drop box shall be removed and transported directly to and secured in the count room by at least one casino security department member and one casino games supervisor as follows:
1. A casino security department member shall notify the surveillance department which shall monitor and record the transaction. If more than one drop box is to be removed, such notification shall include the order in which the boxes will be removed and replaced;
 2. The security department member shall complete a three-part emergency box form documenting the replacement of the drop box. The form shall include at a minimum:
 - (i) The date and time;
 - (ii) The pit and table number;
 - (iii) The reason for the removal; and
 - (iv) The signatures of the security department member and casino games supervisor are participating in the process.
 3. The casino security department member shall sign out the emergency box cabinet or padlock key and the key to remove the drop box from the gaming table. The keys are maintained and controlled by the casino security department. Access to these keys shall be limited to casino security supervisors and shall be controlled, at a minimum, by a sign-out and sign-in procedure

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described in the Licensee's Minimum Internal Control Standards of the Casino Operational Rules and Guidelines approved by PAGCOR.

4. The casino security department member and a casino games supervisor shall obtain the emergency box from the count room, affix the original emergency drop box form to the emergency box and transport the box with the duplicate and triplicate emergency drop box form to the appropriate gaming pit.
5. The casino security department member shall remove the full or inoperable drop box from the table game and replace it with the empty emergency drop box in the presence of the casino supervisor. A member of the table games department shall deposit the duplicate into the emergency drop box after the box is attached to the table.
6. The drop box removed from the table game shall be transported by the casino security department member and casino supervisor to the count room. Thereafter, the drop box shall be secured in an emergency drop box cabinet or trolley;
7. For each full or inoperable drop box exchanged, the casino security department member or casino supervisor shall record on an emergency drop box log, to be maintained with the emergency drop box cabinet or trolley, the following:
 - (i) Date and time the drop box was secured in the cabinet or trolley;
 - (ii) Drop box pit and table number;
 - (iii) Signatures of the casino security department member and casino games supervisor participating in the emergency drop box process.

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8. The keys shall be returned and signed in by a casino security department supervisor.
- (b) Whenever a gaming table is to be moved, the Licensee shall remove and secure the drop box in the count room in accordance the emergency drop box procedures in (a) above except that the drop box shall not be replaced with an emergency drop box and the emergency drop box form shall not be completed.
 - (c) Drop boxes, when not in use during a shift, may be stored on the gaming tables provided that there is adequate security.

Section 10. Photograph and Video Coverage Inside the Casino Premises

- (a) Taking photographs or video coverage for personal purposes inside the casino premises is prohibited.
- (b) A Licensee may allow the taking of photographs or video coverage inside the casino premises on the following conditions:
 1. A Notification for Photograph and Video Coverage Form (Form 36) has been submitted by the Licensee to GLDD at least two (2) business days prior to actual activity; and
 2. The activity is conducted in accordance with the guidelines set out in subsection (c) below.
- (c) A Licensee or its authorized photographer/videographer may take photograph or video coverage inside the casino premises subject to the following:
 1. No photo and/or video coverage of actual live gaming operations with customers playing on gaming tables and/or electronic gaming machines will be allowed.

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2. For gaming-related promotional purposes, photo and/or video coverage shall be allowed where actors/actresses portray casino customers playing on gaming tables and EGMs. The gaming tables and EGMs shall not be in play during the shoot.
3. Should tournament (i.e., baccarat, slot, poker, etc.) photos or videos be warranted, the Licensee shall seek first the approval of the concerned player and shall show the PMT proof of such.
4. When shooting photos or videos of non-gaming events inside the casino (e.g., concerts, documentaries, et. al.), camera(s) shall not be allowed to focus at or point in the general direction of the gaming table and/or electronic gaming machine areas.
5. The use of camera/s other than that of the Licensee or its authorized photographer/videographer shall be prohibited.
6. The photo and/or video coverage shall not cause any disruption to casino operations.
7. The PMT shall witness and monitor all photo and/or video shoots. The Licensee shall notify the PAGCOR Monitoring Team at least forty-eight (48) hours prior to the intended schedule of said activity.
8. PAGCOR reserves the right to prohibit the commercial use of any photograph or video footage taken during the shoot as it deems warranted.

(d) A Licensee who contravenes this Section shall be subject to penalty.

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REGULATION 16

ADVERTISING

Please refer to the PAGCOR's Responsible Gaming Code of Practice website at <https://pagcor.ph/regulatory/responsible-gaming.php>.

REGULATION 17

CASINO PLAYER INCENTIVES

Section 1. Guidelines and Procedures for Rebates and Rolling Commission Programs

- (a) A Licensee may implement Rebates or Rolling Commission Programs for its non-junket VIP/high roller and junket players.
- (b) Rebates / Rolling Commission Programs shall consist of Cash Rebate¹ plus Incentive Commission². Incentive Commission shall not be redeemable to cash.
- (c) The maximum rate for the Licensee's Rebates / Rolling Commission Program shall be as follows:
 1. 1.35% of Net Turnover³ for non-junket VIP/high roller players consisting of:
 - (i) Maximum of 1.25% for Cash Rebate; and,
 - (ii) Remainder of up to 0.20% for Incentive Commission.
 2. 1.50% of Net Turnover for junket players, comprising of:

¹ Cash Rebate definition *see Regulation 1*.

² Incentive Commission definition *see Regulation 1*.

³ Net Turnover definition *see Regulation 1*.

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- (i) Maximum of 1.40% for Cash Rebate; and,
 - (ii) Remainder of up to 0.20% for Incentive Commission.
- (d) The Licensee shall submit its Rebates and Rolling Commission Programs Term Sheet to PAGCOR for approval prior to implementation. The Rebates and Rolling Programs Term Sheet shall contain at a minimum, the following:
 - 1. Program tiers, where each tier shall include qualification requirements on:
 - (i) Minimum Front Money
 - (ii) Minimum Turnover
 - (iii) Cash Rebate rate
 - (iv) Incentive Commission rate
 - 2. Detailed guidelines on program qualification
 - 3. Program coverage (i.e. specific location, gaming area or table games)
 - 4. Incentive Commission coverage
 - 5. Front Money requirements
 - 6. Settlement conditions
 - 7. General conditions
- (e) In order to monitor Licensee's compliance to Sections 1 (c) and (d), the Licensee shall make available to the PMT the following reports during the course of an investigation:
 - 1. Turnover Slips/Rolling Transaction Slips

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2. Turnover Worksheet
3. Player Performance Listing
4. Close Trip Report Summary

Section 2. Classification and Take-up of Player Incentives

- (a) Any form of player incentive including but not limited to rebates, rolling commission, incentive commission, etc. shall be classified as an expense incurred in the course of casino operations and shall be accounted for separately as marketing expense of the Licensee.
- (b) Player incentive shall be solely for the account of and shouldered by the Licensee.

Section 3. Player Incentives not Gaming Table Losses

For purposes of computing gross gaming revenues, any form of player incentive including but not limited to rolling commission, rebates, etc., shall not be declared as gaming table losses to be drawn from table capital, and therefore shall not be included as a deduction in the computation of gross gaming revenues.

Section 4. Offense and Penalty

- (a) Any Licensee who:
 1. contravenes Sections 2 and/or 3; or
 2. understates any gross gaming revenues by any amount of player incentive; or,
 3. gives any incorrect information in relation to any matter affecting the Licensee's ability to remit the License Fees, shall be subject to

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disciplinary action.

- (b) Any unpaid License Fees resulting from (a)1., (a)2. or (a)3. shall earn interest at the rate of twelve percent (12%) per annum.

REGULATION 18

MARKETING AND PROMOTIONS

Section 1. Marketing and/or Casino Promotions for Consultation with PAGCOR

- (a) All marketing and/or casino promotions including the following shall be consulted with PAGCOR prior to implementation:
1. any membership or loyalty program by which:
 - (i) points, credits or rewards may be earned from the playing of any game in a casino; or,
 - (ii) points, credits or rewards may be redeemed within the casino premises whether 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 casino or playing any game in a casino; or,
 - (ii) a prize may be redeemed on or used for the playing of any game in a casino.
 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 casino; or,
 - (ii) the playing of any game in a casino.
- (b) The Licensee shall seek approval from GLDD all marketing and/or casino

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promotions by submitting a duly accomplished Marketing Promotions Request and Approval Form (Form 33) at least five (5) business days before the implementation date.

- (c) The Licensee shall submit to GLDD, on or before December 31 of the current year, a calendar of its marketing and/or casino promotions for the coming year.

All marketing costs to be incurred in any marketing and/or casino promotion shall be solely for the account of and shouldered by the Licensee.

- (g) Special promotional events which to GLDD's judgment shall require the oversight presence of the PMT shall be subject to an administrative fee of PhP50,000.00 per event. The Licensee shall remit said administrative fee prior to the conclusion of the event.

Section 2. Minimum Requirements for Gaming Vouchers and Promotional Coupons

Promotional Coupons

1. Promotional coupons issued by the Licensee shall contain the following information, at a minimum:
 - (i) name of the Licensee;
 - (ii) trade name of the casino;
 - (iii) date and time of issuance;
 - (iv) value of the promotional coupons, printed in both numbers and words;
 - (v) validation number/serial number assigned to the promotional coupons;
 - (vi) A bar code which shall enable the system to identify the promotional coupons;

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- (vii) a conspicuous notice that the promotional coupons must be redeemed for play within a period as the Licensee may require but not to exceed fifteen (15) days from the date of its issuance, otherwise the promotional coupons shall be redeemed at the cashiering location; and,
- (viii) For promotional coupons to be redeemed from a cashiering location, a notice that the promotional coupons shall never expire.

2. It shall be the responsibility of the Licensee to:

- (i) ensure that promotional coupons redeemed are genuine;
- (ii) implement internal controls in accounting and safeguarding of promotional coupons.

Section 3. Inventory of Promotional Coupons

- (a) The Licensee shall maintain a record using a manual/automated inventory system for each type of promotional coupon. Such record shall include the following information:
 - 1. Type of promotional coupon (promotional chip coupon and promotional wager coupon i.e. match bet coupon and direct bet coupon);
 - 2. Date Licensee received the coupons from a manufacturer;
 - 3. Beginning and ending serial numbers of coupons received;
 - 4. Quantity of coupons received;
 - 5. Beginning and ending serial numbers of coupons beginning inventory;
 - 6. Beginning quantity of coupons;
 - 7. Beginning and ending serial numbers of coupons on hand/ending inventory;
 - 8. Ending quantity/coupons on hand;

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9. Beginning and ending serial numbers of coupons issued;
10. Quantity of coupons issued; and,
11. Signatures of Licensee's representatives authorized to maintain the record, issue the coupons and receive the coupons.

The Licensee shall grant the PMT access to the records of promotional coupons upon prior notice to the Licensee.

- (b) At the end of each promotion, all unissued vouchers/coupons no longer valid shall be voided by the marketing department either by punching a hole in or by stamping "void" across the face of each unissued coupon/voucher. The PMT may verify the voided coupons/vouchers with the inventory record of unissued vouchers/coupons.

Section 4. Issuance and Redemption of Promotional Coupons

- (a) The Licensee may, for specified marketing purposes, provide its patrons with promotional coupons redeemable for complimentary chips and plaques, and slot credits.
- (b) The Licensee shall be responsible for ensuring that the promotional coupons redeemed are valid.
- (c) Promotional coupons are non-cashable;
- (d) Promotional coupons redeemed by players for complimentary chips and plaques/slot credits shall form part of the Drop and slot win/loss computation, respectively, and shall reflect as part of the Gross Gaming Revenue.
- (e) Promotional coupons issued by the Licensee for complimentary chips and plaques can only be used once.

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Section 5. Gaming Points Redeemable for Promotional Coupons/Slot Credits

- (a) Gaming Points may be used to redeem coupons in exchange for complimentary chips and plaques, and slot credits subject to Section 4 above.
- (b) Except as otherwise stated in subsection (a) above, gaming points are not redeemable for complimentary chips and plaques, and slot credits.

Section 6. Issuance and Redemption of Promotional Wager Coupons

- (a) A Licensee may, for specified marketing purposes, provide its patrons with promotional wager coupons such as match play coupons or direct bet coupons, acceptable for wager in gaming tables only.
- (b) The Licensee shall be responsible for ensuring that promotional wager coupons redeemed are valid legal tenders. A dealer shall verify that the coupon has not expired or is otherwise void on its face.
- (c) Promotional wager coupons are non-cashable;
- (d) Promotional wager coupons wagered by players in gaming tables shall form part of the Drop and shall reflect as part of the Gross Gaming Revenue. The PMT shall report the total amount of promotional wager coupons bet at gaming tables.
- (e) The Licensee shall furnish the PMT with a list of promotional wager coupons issued to players on a daily basis.
- (f) A wager coupon (for example, match play coupon or direct bet coupon) shall only be accepted at a gaming table in which patrons' wager against the house.

1. The coupon shall be positioned as follows:

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- (i) For all games other than craps or roulette, in the patron's betting area;
- (ii) For craps, only on the Pass or Don't Pass Line; or
- (iii) For roulette, only on outside bets.

2. Only one wager coupon shall be used per one hand of play.
3. If the wager wins, it shall be paid in accordance with the applicable rules of the game; and
4. Whether the wager wins or loses, the coupon shall be deposited into the drop box attached to the gaming table at the time the winning wager is paid or the losing wager is collected.

(g) For a match play coupon:

1. The coupon shall only be accepted if accompanied by the proper amount of gaming chips required by the coupon. The chips shall be placed on the coupon in such a way that the type and value of the coupon shall always be visible.
2. If the chips wagered by the patron are greater in value than the stated value of the match play coupon, the dealer shall exchange the player's chips for other denominations from the table inventory in order to match the value of the wager coupon.

(h) For a direct bet coupon:

a player may elect to increase the amount of his wager above the amount stated on the coupon by simultaneously wagering additional gaming chips in addition to the coupon. The chips shall be placed on the coupon in such a way that the type and value of the coupon remains visible at all times.

(i) All coupons accepted pursuant to this section shall be cancelled either:

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1. By the dealer upon acceptance; or
2. By a duly authorized count team member.

REGULATION 19

JUNKET OPERATIONS

PART I

JUNKET OPERATIONS

The Licensee is authorized to conduct in-house junket operations or enter into agreements with third-party junket operators. The Licensee shall not engage, directly or indirectly, in any junket agreement or transaction with individuals included in the National Database of Restricted Persons (NDRP), to which the Licensee shall be granted access.

Only players holding valid foreign passports shall be eligible to play or participate at designated junket tables. The Licensee shall establish and maintain a comprehensive database of all Junket Players and shall provide the PMT with real-time access to such database.

Section 1. Licensee May Enter Into Junket Agreements with Third-party Junket Operators

General Provisions

The Licensee shall ensure that any operator it engages with is duly organized and existing under the laws of the Philippines and is appropriately registered or authorized in accordance with applicable laws, rules, and regulations issued by the relevant Philippine authorities.

For third-party junket operations, the Licensees shall ensure the following, and which provisions shall also be included in the junket agreements:

- Licensee shall be held jointly and severally liable, alongside affiliated junket operators, for ensuring the strict compliance of such junket operators with all applicable Anti-Money Laundering/Countering the

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Financial Terrorism (AML/CTF) regulations, and all other pertinent laws and regulatory issuances in the Philippines.

- Licensee shall implement measures to gain visibility over all junket-related financial activities in the cage/s and junket rooms or areas, ensuring every transaction is clearly documented and subject to regulatory review, and suspicious activities or transactions are immediately reported.

- Licensee shall ensure that junket operators and their agents do not accept funds for safekeeping, remittance, or storage purposes, nor facilitate withdrawals not directly linked to verifiable gaming activities. All funds introduced by junket players must be used solely for the purpose of gaming and gaming-related transactions.

- Licensee shall also have oversight into the following beyond activities associated with junket operations within their premises, that could pose AML/CTF risks:
 - i. Scrutiny of non-gaming transactions and activities involving junket clients, by implementing due diligence and monitoring protocols
 - ii. Vigilance against unmonitored tools by prohibiting the use of any unauthorized or unlicensed software, programs, or online platforms by junket operators or their clients for financial transactions or activities within the casino premises

- (a) The Licensee shall notify PAGCOR of such junket operator by submitting a duly accomplished Third-Party Junket Operators Notification Form (Form 34), together with necessary attachments, such as copy of Junket Agreement/s with watermark “copy for GLDD”, among others.



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In the event that the Licensee fails to submit the duly accomplished Form 34 prior to the commencement of junket operations, a penalty shall be imposed on the Licensee.

- (b) On a monthly basis, the Licensee shall submit to PAGCOR a report listing the names of all its third-party junket operators.
- (c) The Licensee shall keep a record of every junket operator which shall include:
 - 1. Company registration / incorporation papers / business registration for sole proprietorship and partnership
 - 2. Junket Agreements
 - 3. List of shareholders, directors and key officers with name, address of usual place of residence, contact number, date of birth, place of birth, age, nationality and photocopy of passport
 - 4. Address in the Philippines
- (d) The Licensee shall not enter into junket agreements with any of those listed in the National Database of Restricted Persons (NDRP), to which the Licensee has access.
- (e) The Licensee shall notify PAGCOR in writing after a termination or pre-termination of any junket agreement to which it is a party, and the reasons thereof, as soon as practicable and, in any event, no later than seven (7) days after such cessation.
- (f) The Licensee shall notify PAGCOR of any change in the Licensee's junket operators or any information on the junket as required under subsection (b) above.
- (g) The Licensee shall ensure that all third-party junket operators, and

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junket runners shall, at all times while in the casino premises, wear proper identification issued by the Licensee.

Section 2. Licensee to Maintain a Junket Player Database

- (a) The Licensee shall maintain a Junket Player Database (JPD) of Junket Players.
 1. The JPD shall serve the purpose of the name list of Junket Players required by the License.
- (b) The Licensee's JPD shall contain the following passport information relating to each Junket Player:
 1. full name;
 2. date of birth;
 3. nationality;
 4. passport number;
 5. passport validity date; and
 6. scanned copy of passport photo page.
- (c) The JPD shall be populated/uploaded by the Licensee by means of an automatic capture device (e.g. passport scanner/reader) that will collect all the passport information required in subsection (b) above.
 1. A Licensee may manually encode the required passport information into the JPD provided that the Licensee shall ensure that the integrity of the JPD is preserved
- (d) Uploading data into the JPD shall only be done by personnel duly authorized by the Licensee.
- (e) The Licensee shall be responsible in keeping the JPD updated, including the amendment of existing records whenever a player's passport is renewed upon its expiry.



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- (f) The Licensee shall submit a procedural flowchart to PAGCOR for approval prior to implementation.
- (g) The Licensee shall enlist a Junket Player into the JPD upon arrival of such Junket Player in the casino. For purposes of these regulations, a Junket Player's arrival date shall pertain to the date when player rating commences.
1. If the enlistment of the Junket Player under paragraph (g) above is not practicable, the Licensee shall be given five (5) days from such Junket Player's arrival date to enlist the Junket Player into the Junket Player Database.

Illustration:

Arrival Date/Date when Player Rating Commences	End of 5-day period
August 31, 2024	September 5, 2024

In such instances:

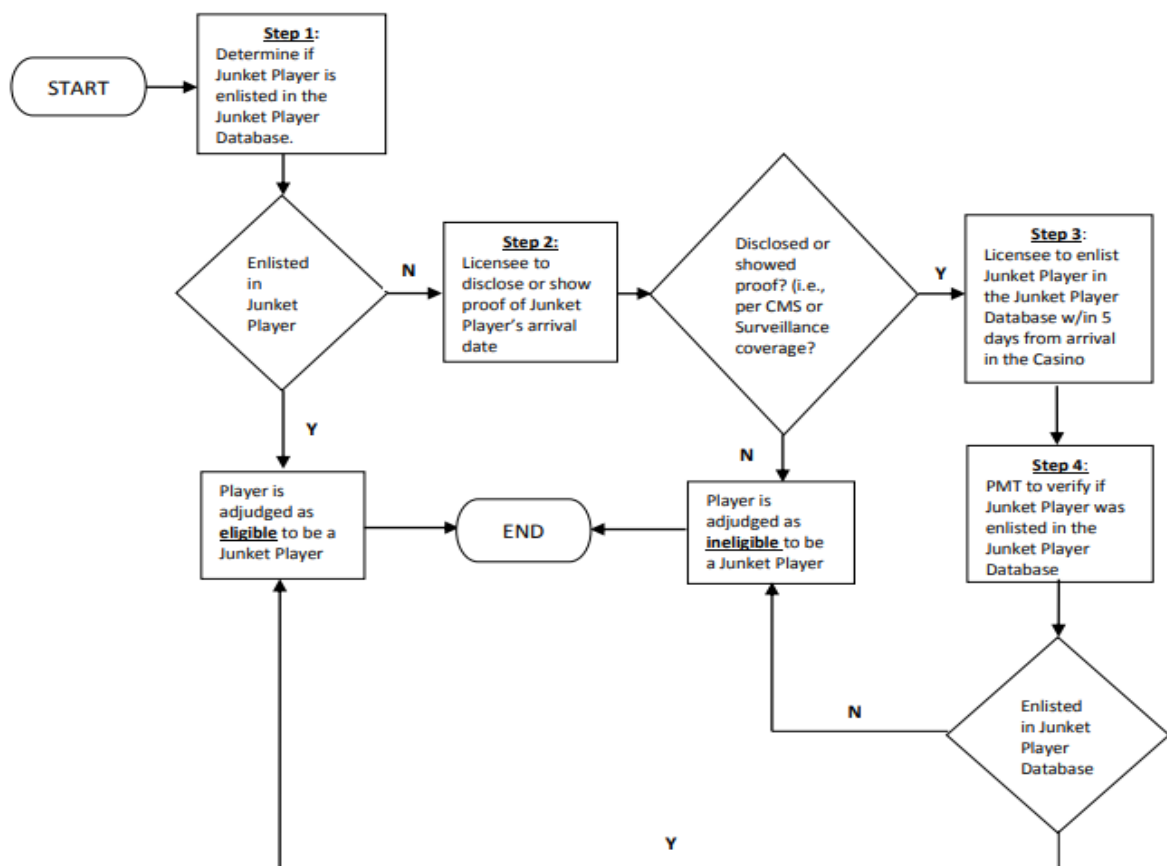
- (i) The Licensee shall notify the PMT:
- of the Junket Player's arrival date and show proof thereof (e.g. Junket Program enrolment, player rating and/or surveillance coverage), and/or;
 - of the enlistment of the Junket Player into the JPD pursuant to paragraph (g) 1. above, upon which the PMT shall write down the date of enlistment and other information in the Junket Players Eligibility Monitoring Form (Form No. 65).
- (h) The Licensee shall:
1. grant the PMT access at all times to the:

- (i) JPD for purposes of determining the eligibility of the Junket Player
- (ii) Licensee's relevant Casino Management System i.e., Junket program and player rating modules for purposes of determining the arrival date of the Junket Player.

2. attend before the PMT in relation to any matter relevant to its junket operations and to answer questions relating to those matters.

Section 3. Junket Player Eligibility

- (a) A Junket Player shall be eligible to play in junket tables of the Casino only if he/she is enlisted in the JPD. Below is the process flow in determining the Junket Player eligibility.



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- (b) A Junket Player shall be adjudged by the PMT as ineligible to play on junket tables of the Casino if:
1. The Junket Player is not enlisted in the Licensee's JPD within five (5) days from the date reflected in the Junket Player Eligibility Monitoring Form.
 2. Information on the Junket Player (e.g., passport details, date of arrival, etc.) cannot be found in the relevant module of the Licensee's Casino Management System at the time of the PMT's inspection.
- (c) If a Junket Player is adjudged by the PMT as ineligible to play in junket tables of the Casino pursuant to subsection (b) above, the following shall apply:
- The junket table where that player played shall be re-classified as a Non-High Roller table for the purpose of computing the License Fee.
 - PAGCOR shall not share in the losses of junket table/s where the player played.

Section 4. Records to be Kept of Junket Players

- (a) Notwithstanding the information contained in the JPD under Section 2 (b), the Licensee shall maintain a record of the following information pertaining to each Junket Player in a relevant module of the Licensee's Casino Management System:
1. photo;
 2. full name;
 3. date of birth;
 4. nationality;

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5. passport number;
6. passport validity date;
7. junket program enrolment date and start of play date; and
8. name of the junket operator/agent, if any, accompanying the junket player.

(b) The Licensee shall, whenever requested by PAGCOR to do so:

1. produce to PAGCOR all records referred to in subsection (a) above and permit the examination of those records; and
2. furnish PAGCOR all such information as PAGCOR may require in connection with any such records.

Section 5. Allowed Number of Junket Tables and Type of Gaming Chips and Plaques

- (a) The number of allowed Junket tables shall be determined based on the Bonus Gaming Table Capacity and Gaming Table Mix ratios prescribed under Regulation 3 Sections 1 and 3, respectively.
- (b) Junket tables shall use and accept gaming chips and plaques designated by the Licensee.
 1. In addition to the specifications for gaming chips and plaques prescribed in Regulation 8 Section 2, Junket and High Roller gaming chips and plaques used for Rolling Commission Programs may have the same design and artwork but shall be separate, unique and distinct from all other gaming chips and plaques used in the casino.

Section 6. Video Streaming of Junket Tables

- (a) Video streaming shall be allowed on both foreign currency and Philippine

Peso denominated junket tables of up to a maximum of twenty-five percent (25%) of the total Approved Junket Tables provided that these are inside Private Gaming Rooms of the casino and subject to the following:

1. The Licensee shall notify PAGCOR of junket tables designated for video streaming by submitting the Video Streaming Notification Form (Form No. 4A) to GLDD at least seven (7) business days prior to the target implementation date;
2. The minimum betting limits of junket tables designated for video streaming shall be as follows:

	BACCARAT/BLACKJACK	ROULETTE
United States Dollar play	USD100.00 per hand	USD100.00 per
Hong Kong Dollar play	HKD1,000.00 per hand	HKD1,000.00 per
Philippine Peso play	PHP5,000.00 per hand	PHP5,000.00 per

- (i) Table limits shall be submitted to and approved by PAGCOR prior to implementation.
 - (ii) Table limits shall be displayed in each gaming table.
3. The minimum betting limits above are subject to PAGCOR's review in consultation with the Licensees, every one (1) year, or as needed.
 - (b) The Licensee shall be responsible for notifying players of the video streaming capability of such junket table(s).
 - (c) The Licensee shall grant access to video streaming only to foreign IP addresses enlisted with the Licensee.
 1. The Licensee shall keep a record of every foreign IP address granted access.

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2. The Licensee shall, whenever requested by PAGCOR, furnish PAGCOR all such information in connection with such records.

Section 7. Disciplinary Actions on a Licensee Concerning Junket Operators

- (a) A disciplinary action on a Licensee, in relation to a third-party junket operator means the issuance by PAGCOR of a letter of censure to the Licensee;
- (b) A letter of censure may censure the Licensee and may include a direction to the Licensee to rectify within a specified time any matter giving rise to the letter of censure.

PART II JUNKET RUNNERS

Junket runners¹ assist the junket operator during the course of junket operations. Junket runners provide customer service including chip exchanges and cage transactions, verify wins; provide customers with a beverage, etc.

Section 1. Local Junket Runners

- (a) A junket operator may hire local junket runners in the course of junket operations.
- (b) The junket operator shall seek the accreditation of the Licensee in order to deploy local junket runners in the junket areas. The Licensee shall screen the junket runner and ensure that the junket runner is not included in the NDRP. Only persons who do not engage in gambling within the Philippines may be qualified as local junket runners.

¹ Junket Runners definition see *Regulation 1*

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- (c) All junket runners must have obtained clearance certificates from the National Bureau of Investigation (NBI) prior to employment.
- (d) The Licensee shall seek PAGCOR's clearance on local junket runners which has passed accreditation pursuant to subsection (b) above prior to their deployment for junket operations. The procedures for seeking PAGCOR's clearance is stated in Section 3 hereof.
- (e) A Licensee shall not deploy a junket runner unless that person's Junket Runner Clearance request has been approved by PAGCOR.
- (f) The Licensee shall maintain a database of junket runners employed for junket operations, which shall include the following information:
 - 1. name of junket runner;
 - 2. address of junket runner;
 - 3. date of birth;
 - 4. nationality;
 - 5. reference no. of NBI Clearance Certificate;
 - 6. date of issuance of NBI Clearance Certificate;
- (g) Each Junket Runner shall be issued by the Licensee an Identification Card (ID) bearing the following information:
 - 1. Junket Runner's name;
 - 2. Junket group the Runner is affiliated with, and
 - 3. Validity period of the Junket Runner clearance.

Section 2. Foreign Junket Runners

- (a) A junket operator may hire foreign junket runners for a specific travel period in the course of junket operations.
- (b) The junket operator shall seek the accreditation of the Licensee in

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order to deploy foreign junket runners in the junket areas. The Licensee shall screen the junket runner to ensure that the junket runner is not included in the NDRP.

As part of the screening for foreign junket runners, the Licensee shall see to it that the junket runner is a person of good repute, having regard to character, honesty and integrity, and that the junket runner has no pending criminal case or is a party to any criminal activity.

The Licensee shall cause to be carried out all such investigations and inquiries as it considers necessary to enable it to screen the junket runner properly. In particular, the Licensee may:

1. require the junket runner to consent to having his photograph, fingerprints and palm prints taken; and
2. send a copy of any such photograph, fingerprints and palm prints taken under paragraph 1 and any supporting documentation to the concerned authorities of the junket runner's home country for verification purposes.

PAGCOR may request the Licensee to submit documents from the concerned authorities of the junket runner's home country certifying that the junket runner has no derogatory record.

- (c) The Licensee shall seek PAGCOR's clearance on foreign junket runners which has passed accreditation pursuant to subsection(b) above prior to their deployment for junket operations. The procedures for seeking PAGCOR's clearance is stated in Section 4 hereof.
- (d) A Licensee shall not deploy a junket runner unless that person's Junket Runner Clearance request has been approved by PAGCOR.
- (e) The Licensee shall maintain a database of junket runners employed for

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junket operations, which shall include the following information:

1. full name;
2. address;
3. date of birth;
4. nationality;
5. passport number and validity;
6. flight departure date and time; and,
7. flight arrival date and time.

Each Junket Runner shall be issued by the Licensee an Identification Card (ID) bearing the following information:

1. Junket Runner's name;
2. Junket group the Runner is affiliated with, and
3. Validity period of the Junket Runner clearance.

Section 3. Application for Local Junket Runner Clearance Approval

(a) No later than February 28 of each calendar year, the Licensee shall seek PAGCOR's clearance for its accredited Junket Runners by submitting the following to the GLDD:

1. accomplished Junket Runner Clearance Request for Approval Form (Form 35) duly signed by an authorized signatory of the Licensee; and,
2. Certified true copy of the NBI Clearance Certificate for each of the proposed junket runner. It is the Licensee's responsibility to ensure that each of the submitted NBI Clearance Certificates is authentic and valid for the duration of the clearance period granted by PAGCOR.

The Licensee shall furnish GLDD with an address in the Philippines at



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which summonses, notices and other documents may be served on any junket runner.

(b) GLDD may refuse to consider an application under subsection(a) if the application is incomplete or the accompanying NBI Clearance Certificate is invalid.

(c) Validity period of Junket Runner Clearance

1. A Junket Runner Clearance approved by GLDD shall be valid until the end of the current year.

2. A Junket Runner clearance shall be automatically revoked when:

- (i) the submitted NBI Clearance Certificate prove to be invalid upon verification with the NBI;
- (ii) the junket runner ceases to be an accredited employee of the junket operator; or
- (iii) the agreement between the Licensee and the junket operator employing the junket runner expires or is terminated.
- (iv) the junket runner has been declared a banned personality;
- (v) the junket runner has been convicted or found guilty of:
 - an offense arising out of or in connection with his employment as junket runner; or
 - the junket runner was found to be engaged in wagering activities in a casino premise;
 - whether in the Philippines or elsewhere, an offense involving dishonesty or moral turpitude.

(d) An application for renewal of a Junket Runner clearance shall follow the same procedures prescribed under subsection (a).

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Section 4. Application for Foreign Junket Runner Clearance Approval

- (a) Application for Foreign Junket Runner clearance approval shall be done in two (2) stages:

Stage 1:

No later than seven (7) days prior to the arrival of the junket runner, the Licensee shall seek PAGCOR's clearance for its accredited foreign Junket Runner by submitting the following to the GLDD:

1. A duly accomplished Junket Runner Clearance Request for Approval Form (Form 35) duly signed by an authorized signatory of the Licensee. The Licensee shall indicate the duration/period of the deployment of the foreign junket runner in the casino premises; and,
2. Pre-manifest list of junket runners containing the following information relating to each junket runner:
 - (i) full name;
 - (ii) date of birth;
 - (iii) nationality;
 - (iv) passport number and validity; and
 - (v) flight arrival date and time.
3. Photocopy of passport of junket runner showing the junket runner's passport photo page.

The Licensee shall furnish GLDD with an address in the Philippines at which summonses, notices and other documents may be served on any junket runner.

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Stage 2:

A foreign junket runner approved by PAGCOR under Stage 1 shall be allowed entry into the junket areas upon submission by the Licensee to the PMT of a copy of each of the following documents:

1. Manifest list of foreign junket runners containing the following information relating to each junket runner:
 - (i) full name;
 - (ii) date of birth;
 - (iii) nationality; and
 - (iv) passport number and validity
2. Passport of junket runners showing:
 - (i) junket runner's passport photo page; and,
 - (ii) the latest arrival date as stamped by the Philippine Immigration on the passport arrival page.
- (b) GLDD may refuse to consider an application under Stage 1 if the application is incomplete.
- (c) A Junket Runner Clearance approved by GLDD shall be valid for the duration of the period indicated in the Junket Runner Clearance Approval Form.

Section 5. Disciplinary Actions on a Licensee Concerning Junket Runners

- (a) A disciplinary action on a Licensee, in relation to a junket runner, may be imposed based on valid grounds.
- (b) "Grounds for disciplinary action" means any of the following grounds:

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1. the Licensee accredited or continued to accredit a junket runner:

- i. who is a banned personality;
- ii. who has been convicted or found guilty of:
 - an offense arising out of or in connection with his employment as junket runner; or
 - whether in the Philippines or elsewhere, an offense involving dishonesty or moral turpitude.

(c) A letter of censure may be issued to the Licensee in respect of a junket runner and may include a direction to the Licensee to rectify within a specified time any matter giving rise to the letter of censure.

REGULATION 20

PROHIBITED PERSONALITIES

Please refer to the PAGCOR Responsible Gaming Code of Practice at <https://pagcor.ph/regulatory/responsible-gaming.php> for guidelines on prohibited personalities and PAGCOR's Responsible Gaming Program.

Treatment on Progressive and Standalone Progressive Jackpot Winnings

1. The jackpot winning/s of a prohibited person is considered the result of illegal play. Hence, said jackpot winning/s shall be forfeited, and the following shall be implemented:
 - a. If the jackpot winning/s is awarded to a prohibited person, said losses shall be solely shouldered by the Licensee and that PAGCOR shall not share in the loss resulting in the awarding of the jackpot.

Subsequently, the supposed jackpot winning/s shall be added back to the Gross Gaming Revenue (GGR) for the purpose of re-computing the

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GGR on the date the jackpot is won. Consequently, the Licensee will receive a billing statement from PAGCOR Accounting Department (AD) regarding the difference in the recomputed license fees.

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

If, within the holding period:

- i. The winner is confirmed to be a prohibited person, the jackpot winning/s is added back to the GGR;
- ii. The winner is confirmed to not be a prohibited 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.

- c. As to the forfeited jackpot winning/s, the Licensee 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 using Transfer of Jackpot Increment Notification Form (Form No. 69) to be submitted to GLDD one (1) business day prior to implementation.

REGULATION 21

DETERMINATION OF GROSS GAMING REVENUES AND PAGCOR LICENSE FEES FOR GAMING TABLES

Section 1. Determination of Gross Gaming Revenue (GGR)

- (a) The following documents shall be used as basis for computing the Gross Gaming Revenues for gaming tables:

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1. Table opener showing the beginning inventory of a table capital at the beginning of the trading day;
 2. Table closer showing the ending inventory of a table capital at the end of the trading day;
 3. Soft count report on drop boxes based on the soft count procedures stated in Regulation 16;
 4. Fill Slip; and,
 5. Credit Slip.
- (b) Complimentary Coupons/Promotional Chips used as wager shall form part of table capital and therefore included in the Gross Gaming Revenues.
- (c) Redeemed non-negotiable chips wagered by the players shall form part of table capital and therefore be included in the Gross Gaming Revenues.

Manual Determination of GGR:

- (d) Based on the documents listed in subsection (a) above, Gross Gaming Revenue (GGR) for table games operation shall be computed using the formula:

$$\text{GGR} = \text{Ending Inventory} + \text{Drop} + \text{Credit} - \text{Fill} - \text{Beginning Inventory}$$

- (e) Gross Gaming Revenues as computed using the above formula shall be the basis for PAGCOR's License Fees.
- (f) Gross Gaming Revenues shall be computed on a daily basis and at the end of the trading day of the Licensed Casinos.

Determination of GGR using a Casino Management System:

- (g) The Final Master Game Report shall be used in the determination of

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Gross Gaming Revenues (GGR) of gaming tables as basis for PAGCOR's License Fee.

- (h) On a daily basis and at the end of the trading day, the Licensee shall furnish the PAGCOR Monitoring Team with hard and soft copies of the Final Master Game Report.

Section 1A. Determination of Rake from Cash Games, Tournament Entry Fees and Jackpot Administrative Fees

The following documents shall be used as basis for determining the rake from Cash Games, Tournament Entry Fees and Jackpot Administrative Fees:

1. For Cash Games
 - (i) Daily Rake Report
 - (ii) Count report on rake drop boxes based on soft count procedures stated in Regulation 16
2. Poker Tournament Report
3. Jackpot Collection Report

Section 2. Gaming Tables Income Components

Gaming Tables income components are classified into three (3), namely:

1. High Roller Tables
2. Non-High Roller Tables
3. Junket Tables

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Section 3. PAGCOR's License Fees from Gaming Tables

- (a) License Fees shall be an amount equivalent to the license fee rate on gaming tables Gross Gaming Revenues as prescribed in the License.

The License Fee from poker room tables shall be an amount equivalent to the higher between subsections 1 and 2 below:

1. the sum of the following:

- (i) percentage of rake from cash games;
- (ii) percentage of tournament entry fees; and
- (iii) percentage of jackpot administrative fees;

2. monthly minimum guarantee fee prescribed by PAGCOR.

- (b) License Fees may be reckoned on a monthly or on a quarterly basis. If on a quarterly basis, reckoning shall coincide with the quarterly periods of the calendar year, i.e. January to March, April to June, July to September, and October to December.
- (c) For purposes of computing the Gross Gaming Revenue generated from Junket Operation, payments incurred by Licensee to settle junket commissions shall not be declared as gaming table losses to be drawn from table capital but shall be accounted for separately as marketing expenses by Licensee.

REGULATION 22

DETERMINATION OF GROSS GAMING REVENUES AND PAGCOR LICENSE FEES FOR ELECTRONIC GAMING MACHINES

Part I

USING CASINO MANAGEMENT SYSTEM/SLOT MANAGEMENT SYSTEM OR ONLINE SYSTEM

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Section 1. Determination of Gross Gaming Revenues

- (a) The Turnover-based Income Report¹ generated by the casino management system or online system shall be used in the determination of Gross Gaming Revenues (GGR) of electronic gaming machines as basis for PAGCOR's License Fee.

The Licensee shall furnish the PMT with the Turnover-based Income Report on a daily basis.

GGR is equal to Turnover minus AP minus JP.

- (b) The Licensee shall provide the PMT access to view and extract the following Slot Management system modules:
1. Manual Payment Financial Report
 2. Audit Trail Transaction Report/Transaction File Log
 3. Slot Analysis Report (including Stroke/Games Played)
- (c) Any modification on the Turnover-based Income Report and Cash Flow Income Report² shall have the prior written approval of PAGCOR.
- (d) The PMT may conduct periodic checking of actual electronic gaming machine meter readings against the Turnover-based Income Report for verification purposes and in the event of system failure.
- (e) Automatic Roll-Over of EGMs: The maximum rollover constant values as certified by the electronic gaming machine manufacturers shall be applied on electronic gaming machines which have automatically reset.

¹ Turnover-based Income Report definition see *Regulations 1*.

² Cash Flow Income Report definition see *Regulations 1*.

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Section 2. Documentation and Reporting Requirements

The Licensee shall submit the following to the PMT:

1. Two (2) copies of updated layout plan (soft and hard copy) showing the EGM location for each casino floor.
2. Two (2) copies of updated masterlist (soft and hard copy) of EGMs installed at the casino floor. The masterlist shall contain the following information:
 - (i) Location ID
 - (ii) Game Name
 - (iii) Machine Serial Number
 - (iv) PAGCOR Inventory Tag Number
 - (v) Manufacturer
 - (vi) Type (Link or Stand Alone)
 - (vii) Name of Link
 - (viii) Denomination
 - (ix) Base Game Return-to-Player Percentage
 - (x) Link Return-to-Player Percentage
 - (xi) EPROM Seal Number
 - (xii) Logic door Seal Number
3. Machine Verification Checklist Form (Form 44). Contents of said form will vary depending on the EGM manufacturer/brand.

Section 3. PAGCOR and Licensee GGR Reconciliation and Variance Resolution

- (a) The Licensee may reconcile its GGR figures (per Cash Flow Income Report) with PAGCOR's GGR figures (per Turnover-based Income Report) on a weekly basis i.e. Monday to Sunday. For reconciliation purposes, the Licensee shall furnish the PMT with the following:

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1. Daily Cash Flow Income Report
 2. Documents to support variances between Turnover-based Income Report and Cash Flow Income Report
- (b) Variances and disputes if any, shall be resolved within five (5) days from the last day of each weekly period. The PMT shall prepare a Variance Resolution Report to document the nature and reasons/justifications for allowing the resolved variance/dispute as an adjustment to PAGCOR's GGR figures (per Turnover-based Income Report).

Part II

USING MANUALLY EXTRACTED METERS (IN THE EVENT OF CASINO MANAGEMENT SYSTEM DOWNTIME)

Section 1. Manual Meter Reading

- (a) The Licensee shall conduct meter readings of EGMs on a daily basis, using the Daily Meter Reading Form (Form 40). The following meter data shall be extracted from the accounting meters of each EGM:
1. Turnover-based meters:
 - (i) Turnover
 - (ii) Non-progressive approved payouts "AP"
 - (iii) Progressive jackpot payouts "JP"
 2. Cash flow meters:
 - (i) Bill Drop¹
 - (ii) Electronic In/Ticket In/Voucher In²
 - (iii) Cancelled Credits³

¹ Bill Drop definition see *Regulation 1*.

² Electronic In/Ticket In/Voucher In definition see *Regulation 1*.

³ Cancelled Credits definition see *Regulation 1*.

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(iv) Electronic Out/Ticket Out/Voucher Out¹

(v) Jackpot²

(b) The Daily Meter Reading Form shall also be used on meter readings during RAM Clear.

(c) The PMT shall witness the Licensee's manual meter reading on the following occasions:

1. Beginning/initial meter reading
2. Weekly
3. Every first day of each month

(d) The PMT may conduct periodic checking of actual EGM meter readings on randomly selected EGMs to verify accuracy of data contained in the Daily Meter Reading Form and in the event of system downtime.

(e) Using the meter data contained in the Daily Meter Reading Forms, the Licensee shall prepare the following reports on a weekly and monthly basis:

1. Turn-over based Income Report (Form 41) showing the Gross Gaming Revenues using the resulting meter incrementation of the Turnover-based meters of each electronic gaming machine.

Gross Gaming Revenues = Turnover – AP – JP

2. Cash Flow Income Report (Form 42) showing the resulting meter incrementations of the Cash Flow meters of each electronic gaming machine.

¹ Electronic Out/Ticket Out/Voucher Out definition see *Regulation 1*.

² Jackpot definition see *Regulation 1*.

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Gross Gaming Bill Drop + Electronic In/Ticket In/Voucher In- Cancelled Revenues = Credits - Electronic Out/Ticket Out/Voucher Out - Jackpots.

3. Comparative Report (Form 43) showing the comparisons:

- Between the Turnover-based meters vs. Cash Flow meters; and,
- Between the Turnover-based meters vs. actual cash flow

Section 2. Determination of Gross Gaming Revenues

- (a) The Turnover-based Income Report shall be used in the determination of GGR of EGMs as basis for PAGCOR's License Fee. GGR is equal to Turnover minus AP minus JP.
- (b) On a weekly and monthly basis, the Licensee shall furnish the PMT with hard and soft copies of the Turnover- based Income Report.
- (c) Regarding automatic roll-over of EGMs, the maximum rollover constant values as certified by the EGM manufacturers shall be applied on EGMs which have automatically reset.
- (d) Redeemed non-negotiable credits wagered by the players shall form part of the slot win/loss computation and shall reflect as part of GGR.

Section 3. Documentation and Reporting Requirements

The Licensee shall submit the following to the PMT, as needed:

- (a) Two (2) copies of the updated casino layout plan (soft and hard copy) showing the EGM location for each casino floor.
- (b) Two (2) copies of updated masterlist of EGMs (soft and hard copy)

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installed at the casino floor. The masterlist shall contain the following information:

1. Location ID
 2. Game Name
 3. Machine Serial Number
 4. PAGCOR Inventory Tag Number
 5. Manufacturer
 6. Type (Link or Stand Alone)
 7. Name of Link
 8. Denomination
 9. Base Game Return-to-Player Percentage
 10. Link Return-to-Player Percentage
 11. EPROM Seal Number
 12. Logic door Seal Number
- (c) Machine Verification Checklist from the Licensee.
- (d) System-Generated Meter Reports.
- (e) On a weekly and monthly basis, soft copies of the Cash Flow Income Report and Comparative Report.

Section 4. PAGCOR and Licensee GGR Reconciliation and Variance Resolution

- (a) The Licensee may reconcile its GGR figures (per Daily Actual Cash Flow Income Report) with PAGCOR's GGR figures (per Turnover-based Income Report) on a weekly basis i.e. Monday to Sunday. For reconciliation purposes, the Licensee shall furnish the PMT with the following:

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1. Daily Actual Cash Flow Income Report
 2. Documents to support variances between Turnover-based Income Report and Daily Actual Cash Flow Income Report
- (b) Variances and disputes, if any, shall be resolved within five (5) days from the last day of each weekly period. The PMT shall prepare a Variance Resolution Report to document the nature and reasons/justifications for allowing the resolved variance/dispute as an adjustment to PAGCOR's GGR figures (per Turnover-based Income Report).

REGULATION 23

COLLECTION AND REMITTANCE OF PAGCOR LICENSE FEES

Section 1. Monthly Reckoning and Monthly Remittance of PAGCOR License Fees

The following guidelines and procedures shall be observed in the collection and remittance of PAGCOR License Fees on a monthly basis:

- (a) The PAGCOR AD shall ensure correctness of the income figure for the Casino operations declared by Licensee in the Win/Loss Report based on the soft count on the determination of GGR for gaming tables and electronic gaming machines as provided under Regulations 22 and 23 for each of the following income components:
1. Non-high Roller table games;
 2. High Roller table games;
 3. Electronic Gaming Machines; and
 4. Junket table games.



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For poker room tables, the PMT shall ensure correctness of the following amounts declared in the Licensee's revenue reports:

1. Daily rake from cash games;
 2. Tournament entry fees; and
 3. Jackpot administrative fees.
- (b) License Fees on GGR from tables and from poker room tables utilizing United States Dollars or any other foreign currency denominations, shall be remitted in United States Dollars.
- (c) An audit of the win/loss reports, fills and credits slips and other transactions and documents pertinent to the determination of GGR, rake from cash games, tournament entry fees and jackpot administrative fees as described under Regulations 22 and 23 shall be conducted by PAGCOR on a periodic basis.
- (d) Unless otherwise stated in the License, PAGCOR License Fees are reckoned on a monthly basis. The PMT computes for the PAGCOR License Fees for the month as follows:

Non-High Roller table games: License Fee % x GGR

+ High Roller table games: License Fee % x GGR

+ Electronic Gaming Machines: License Fee % x GGR

+ Junket table games: License Fee % x GGR

= PAGCOR License Fees

1. In case any loss arises from the monthly GGR from the income component, the License Fee percentage applicable to the loss amount of such income component shall be offset against the License Fee of the other income components.



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Income Components	GGR	License Fee %*	License Fee
High Roller Table Games	(PhP10,000,000.00)	15%	(PhP1,500,000.00)
Non-High Roller Table	PhP15,000,000.00	25%	PhP3,750,000.00
Electronic Gaming Machines	PhP5,000,000.00	25%	PhP1,250,000.00
Junket Table Games	(PhP3,000,000.00)	15%	(PhP450,000.00)
Total	PhP7,000,000.00		PhP3,050,000.00

License Fee is inclusive of 5% franchise tax

2. PAGCOR shall not share in any loss resulting from the consolidated computation of the monthly aggregate GGR from Junket Tables, High Roller Tables, Non-High Roller Tables and EGMs. In the event that the computed aggregate License Fee for the month results into a negative amount, the License Fee shall be deemed zero (0), and there shall be no remittance by the Licensee of the License Fee.
- (e) The PMT and the Licensee's Accounting Section shall reconcile their respective computations of GGR as determined under Regulations 22 and 23, and the corresponding PAGCOR License Fee as computed under subsection (e) above.
- (f) For purposes of computing the PAGCOR License Fee for the month as stated in subsection (c) above, transactions shall be converted on a daily basis such that the Bangko Sentral ng Pilipinas ("BSP") day's rate as of 5:00 pm published through BSP's website shall be used for recording the following day's transactions. During holidays and weekends, BSP's rate of the preceding day shall be used.
- (g) The Licensee shall remit to PAGCOR the License Fee plus other applicable fees as provided under the License on a monthly basis.
1. The PAGCOR AD shall bill the Licensee on the amount of License Fees plus other applicable fees due.

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2. The Licensee shall remit to PAGCOR the amount of License Fees and other applicable fees due, on or before the 10th day of the following month.

- (h) License Fees or applicable fees remaining unpaid after the due date stated in paragraph 2 above shall earn interest at the rate of twelve percent (12%) per annum.

Section 2. Quarterly Reckoning and Monthly Remittance of PAGCOR License Fees

The following guidelines and procedures shall apply to Licensees who are required by the License to remit PAGCOR License Fees on a monthly basis, but the License Fees are reckoned on a quarterly basis:

- (a) The PMT shall witness the drop box and stacker collection and the soft count conducted by Licensee.
- (b) The PMT shall ensure correctness of the income figure for the Casino operations declared by Licensee in the Win/Loss Report based on the soft and hard counts and on the procedures on the determination of GGR for gaming tables and EGMs as provided under Regulations 22 and 23 for each of the following income components:
1. Non-high roller gaming tables;
 2. High roller gaming tables;
 3. Electronic gaming machines; and,
 4. Junket tables.

For poker room tables, the PMT shall ensure correctness of the following amounts declared in the Licensee's revenue reports:

1. Daily rake from cash games;
2. Tournament entry fees; and

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3. Jackpot administrative fees.

- (c) License Fees on GGR from tables and from poker room tables utilizing United States Dollars or any other foreign currency denominations, shall be remitted in United States Dollars.
- (d) An audit of the win/loss reports, refills and yield slips and other transactions and documents pertinent to the determination of GGR, rake from cash games, tournament entry fees and jackpot administrative fees as described under Regulations 22 and 23 shall be conducted by PAGCOR on a periodic basis.
- (e) The PMT computes PAGCOR License Fees for the month as follows:

$$\begin{aligned}
 &\text{Non-High Roller tables: License Fee \%} \times \text{GGR} \\
 &+ \text{High Roller tables: License Fee \%} \times \text{GGR} \\
 &+ \text{Electronic Gaming Machines: License Fee \%} \times \text{GGR} \\
 &+ \text{Junket tables: License Fee \%} \times \text{GGR} \\
 &= \text{PAGCOR License Fees}
 \end{aligned}$$

- 1. In case any loss arises from the monthly GGR from the income component, the License Fee percentage applicable to the loss amount of such income component shall be offset against the License Fee of the other income components. In particular:
 - (i) In case any loss arises from the monthly GGR from junket operations, the License Fee % applicable to the loss amount shall be offset against the License Fee of other income components.
 - (ii) In case any loss arises from the monthly GGR from High Roller tables, the License Fee % applicable to the loss amount shall be offset against the License Fee of other income components.

(iii) In case any loss arises from the monthly GGR from Non-High Roller tables, the License Fee % applicable to the loss amount shall be offset against the License Fee of other income components.

(iv) In case any loss arises from the monthly GGR from EGMs, the License Fee % applicable to the loss amount shall be offset against the License Fee of other income components.

Sample Computation:

Income Components	GGR	License Fee %	License Fee Amount
High Roller tables	(PhP10,000,000.00)	15%	(PhP1,500,000.00)
Non-High Roller tables	PhP15,000,000.00	25%	PhP3,750,000.00
Electronic Gaming Machines	PhP5,000,000.00	25%	PhP1,250,000.00
Junket tables	(PhP3,000,000.00)	15%	(PhP450,000.00)
Total	PhP7,000,000.00		PhP3,050,000.00

2. The aggregate License Fees shall be determined by getting the sum of the computed License Fees for each month during the Reckoning period as defined under Regulation 1.

3. PAGCOR shall not share in any loss resulting from the consolidated computation of the aggregate GGR from Junket Tables, High Roller Tables, Non-High Roller Tables and EGMs in a reckoning period. In the event that the computed aggregate License Fee for the reckoning period results into a negative amount, the aggregate License Fee shall be deemed zero (0).

(f) The PMT and the Licensee's Accounting Section shall reconcile their respective computations of GGR as determined under

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Regulations 22 and 23, and the corresponding PAGCOR License Fee as computed under subsection (e) above.

- (g) For purposes of computing the PAGCOR License Fee for the month as stated in subsection (c) above, transactions shall be converted on a daily basis such that the Bangko Sentral ng Pilipinas ("BSP") day's rate as of 5:00 pm published thru BSP's website shall be used for recording the following day's transactions. During holidays and weekends, BSP's rate of the preceding day shall be used.
- (h) The Licensee shall remit to PAGCOR the License Fee plus other applicable fees as provided under the License on a monthly basis.
 - 1. The PAGCOR Accounting Department shall bill the Licensee on the amount of License Fees plus other applicable fees due.
 - 2. The Licensee shall remit to PAGCOR the amount of License Fees and other applicable fees due on or before the 10th day of the following month.
- (i) License Fees or applicable fees remain unpaid after the due date stated in subsection (h) 2. above shall earn interest at the rate of twelve percent (12%) per annum.
- (j) The computed aggregate License Fees for a Reckoning Period shall be compared against the actual monthly License Fees remitted to PAGCOR for the first two (2) months of each Reckoning Period.
 - 1. In the event that the computed aggregate License Fees is higher than the actual amounts remitted, the Licensee shall remit the difference to PAGCOR on or before the 10th day of the month following the Reckoning Period.

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2. If the computed aggregated License Fee is lower than the actual amounts remitted, the difference shall be applied against the License Fees of the succeeding month/s.

Section 3. Remittance of PAGCOR License Fees Under Protest

- (a) In case Licensee disputes the computation of the applicable License Fee, the License Fee as computed by PAGCOR will be remitted by Licensee subject to protest.
- (b) Only upon remittance under protest shall PAGCOR commence the process of reconsideration or reconciliation of the disputed License Fee, if found warranted.

REGULATION 24

PATRON DISPUTES

Section 1. Resolution of Disputes by Licensee

- (a) Resolution of dispute as to winnings, losses or manner in which game conducted
 1. Where a Licensee and a patron of the casino are unable to resolve to the satisfaction of the patron any dispute as to alleged winnings, alleged losses or the manner in which a game is conducted, the Licensee shall:
 - (i) immediately notify the PMT; and,
 - (ii) inform the patron of his right to request the PMT to conduct an investigation into the dispute.
- (b) Dispute Resolution Period

Within seven (7) days from the date a dispute arises between a Licensee

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and any of its patrons (referred to in these Regulations as the dispute resolution period), the Licensee shall endeavor to resolve the dispute.

(c) The Licensee shall immediately notify the PMT of unresolved dispute when:

(i) the dispute remains unresolved at the expiry of the dispute resolution period; or

(ii) at any time before the expiry of the dispute resolution period, the Licensee and the patron agree that they are unable to resolve the dispute.

Section 2. Record of Proceedings to be Kept

(a) The record of every proceeding before the Patron Dispute Committee for a reconsideration shall include:

1. the name and particulars of the patron, the Licensee and any employee of the Licensee concerned;
2. the particulars of the PMT's decision to be reconsidered;
3. a summary of the evidence provided by the parties to the proceedings in sufficient detail to enable PAGCOR to comprehend the course of the proceedings;
4. any other information relevant to the decision of the Patron Dispute Committee; and
5. the decision reached by the Patron Dispute Committee and the reasons for its decision.

(b) The record of proceedings shall be signed by the chairman, or the member presiding, and the members of the Patron Dispute Committee

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who participated in the reconsideration; and

1. The secretary to the Patron Dispute Committee shall keep and maintain:
 - (i) records of every request for reconsideration made under regulation B.1; and
 - (ii) all records of proceedings before the Patron Dispute Committee under these Regulations.
2. The Licensee and the patron concerned shall not be entitled to any copy of records made or kept under paragraph (1) or (3).

Section 3. Payment of Claim After Decision

- (a) Except as otherwise allowed by PAGCOR, a Licensee shall pay a patron's claim within thirty (30) days of the decision of the Patron Dispute Committee;
- (b) Failure of a Licensee to pay within the time specified in subsection (a) are grounds for disciplinary action.

Section 4. General Provisions

(a) Costs of proceedings

Each party to any proceedings before a Patron Dispute Committee or any appeal shall bear his own costs and expenses incurred as a result of or in relation to the proceedings or appeal.

(b) Trivial, frivolous or vexatious applications

The Patron Dispute Committee or PAGCOR may at any time dismiss a request for reconsideration or an appeal, as the case may be, which it considers to be trivial, frivolous or vexatious.

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(c) **Withdrawal of request for reconsideration or appeal**

Where a request for reconsideration or an appeal is withdrawn before the conclusion of the reconsideration or of the appeal, the Patron Dispute Committee or PAGCOR, as the case may be, may, notwithstanding such withdrawal, continue with its consideration of the matter and make a decision in respect thereof.

REGULATION 25

RESPONSIBLE GAMING

Please refer to the PAGCOR's Responsible Gaming Code of Practice website at <https://pagcor.ph/regulatory/responsible-gaming.php>.

REGULATION 26

GAMING EMPLOYMENT LICENSE

The Licensee shall ensure that its employees have a valid Gaming Employment License (GEL) from PAGCOR pursuant to the guidelines of GEL Manual and other related guidelines.

Please refer to the PAGCOR's Gaming Employment License website at <https://pagcor.ph/regulatory/gel.php>.

REGULATION 27

THE PAGCOR MONITORING TEAM

Section 1. Designated PAGCOR Monitoring Team

- (a) PAGCOR shall designate its own resident monitoring team, who shall be referred to as the PMT.
- (b) The PMT shall be composed of inspectors and/or auditors from the

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following disciplines:

1. table games;
 2. electronic gaming machines;
 3. cage/cashier;
 4. security;
 5. surveillance;
 6. information technology; and,
 7. audit.
- (c) PAGCOR shall provide advance written notice to the Licensee of the composition (names and position title) of, and any changes to the PMT's composition.
- (d) The Licensee may, from time to time, reasonably request the replacement of any member of the PMT stating the grounds for the request. PAGCOR shall act promptly on such request.

Section 2. Main Functions of the PAGCOR Monitoring Team

The PMT shall exercise the following functions:

- (a) Monitors, examines and audits the gaming and cage activities of the Casino to ensure the Licensee's compliance to the terms and conditions of the License and to the regulations contained herein and to other regulations that may be issued by PAGCOR from time to time;
- (b) Ensures the determination of Gross Gaming Revenues, and monitor transactions that have a direct effect on the Casino's Gross Gaming Revenues; and,
- (c) Reports incidents of deviations from the Casino Regulatory Manual and other Regulatory guidelines and manuals.

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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, the Licensee shall make available to the PMT and at no cost to PAGCOR, the following in respect of gaming operations:
 1. Records of gaming operations;
 2. Financial and accounting records affecting Gross Gaming Revenue; and,
 3. Surveillance records.
- (b) If the Licensee maintains computerized permanent records, the Licensee shall make the same available to the PMT.
- (c) The Licensee shall retain and maintain records for at least six (6) years, or such longer period as may be prescribed by law or PAGCOR regulations.
- (d) The PMT shall furnish the Licensee 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.

Section 4. Access to Casino Premises

The PMT shall be given by the Licensee access to gaming-related premises (e.g. Surveillance monitoring room, training facilities, etc.) at any given time, to conduct official verification and related functions, provided that the Licensee is

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advised prior to the entry.

As an alternative, the Licensee shall provide the PMT with a special monitoring room which is solely dedicated for such purpose and is equipped with CCTV monitoring equipment and adjuncts that are compliant with PAGCOR's requirement for a full coverage/monitoring of the Casino operations, and that are capable of recording all video taken by the cameras.

Section 5. Provision of an Office for the PAGCOR Monitoring Team

- (a) The Licensee shall provide the PMT with an office, essential office equipment, duty meals and snacks as may reasonably be necessary for the performance of their duties.
- (b) PAGCOR shall shoulder the compensation of the PMT.

REGULATION 28

PREVENTION OF MONEY LAUNDERING

Please refer to the PAGCOR Anti-money Laundering Supervision and Enforcement Department's website: <https://www.pagcor.ph/pased/>.

REGULATION 29

ANCILLARY GAMES

A. BINGO

PART I IN-VENUE BINGO

The following Procedural Guidelines and Gaming Rules shall govern the conduct and operation of traditional bingo games to ensure the integrity and fairness thereof:

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Section 1. 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 Licensee at the time the receipts are received from each player. The following methods are popularly used in the operational 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. Inventory control record required must be completed. All disposable bingo cards purchased or otherwise obtained must be controlled and accounted for by the Licensee. The control function must be accomplished by maintaining an inventory control record prepared in a format prescribed or approved by PAGCOR.
 - (i) All purchase invoices, or photocopy thereof for disposable bingo cards received, must be maintained on the bingo premises.
 - (ii) Manufacture packing records shall be maintained as part of the inventory control record.
 - (iii) The following information must be recorded for disposable cards, sheets of cards or package of cards:
 - Identification and inspection stamp number
 - Serial number (Serial number of the top page for Package Cards)
 - Number of cards in the series

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- Type of card or package of cards
- Purchase invoice number and date

3. An inventory control system shall be prescribed, installed and implemented for all bingo cards.

- (i) All disposable bingo cards shall be stored inside the cards storeroom which is properly secured.
- (ii) All movements of bingo cards such as receipts from supplier, withdrawals for allocation, conversions and returns shall be duly witnessed by the PMT assigned in the venue and properly recorded by the 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.
- (iii) Monthly Inventory Report shall be submitted to PAGCOR not later than the 10th day of the succeeding month. Said report shall be subject to checking/verification against actual inventory of cards on hand at the storeroom.

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:

- (i) Serial number
- (ii) Color and/or border pattern
- (iii) Value of each card or sheet
- (iv) Lowest consecutive card or sheet number

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- (v) Last card or sheet number issued
- (vi) Missing cards or sheets per the manufacturer's/supplier's packing record
- (vii) Number of cards returned
- (viii) Number of cards issued
- (ix) Total gross receipts from all cards

5. For packages 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's preparation sheet:

- (i) Serial number of the top sheet or page of the package
- (ii) Color and/or border pattern of the top sheet or page of the package
- (iii) Lowest consecutive card, sheet or package number for the first package
- (iv) Card, sheet or package number of the last or highest package
- (v) Number of package
- (vi) Number of packages returned
- (vii) Missing package per the manufacturer's packing record
- (viii) Value of each package
- (ix) 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.

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 for in the following manner:

		PACKAGE SALES	FLOOR SALES
Card Allocation		_____	_____
Less:	Returned Cards	_____	_____
	Cancelled Cards	_____	_____
Cards Sold		_____	_____
x Price		_____	_____
Total Sales		=====	=====

- (b) Bingo Tickets. Bingo tickets may be used to record sales

transactions from bingo operation. The following are required:

1. All tickets must be printed only by PAGCOR registered commercial printer with the following information:
 - (i) Tickets must be serially numbered and;
 - (ii) The peso value or the amount of money represented by each ticket.
2. Tickets shall be issued consecutively starting from the lowest numbered ticket.
3. All tickets purchased must be accounted for by the Licensee. A copy of the invoice for these tickets shall be maintained on the premises and available for inspection.
4. All bingo tickets allocated for a certain bingo event or special game shall be accounted for with the packages of cards issued in exchange for the tickets on the basis that each ticket entitles the holder of the corresponding package of cards. The accounting shall be done in the following manner:
 - (i) Step 1. Account for the tickets sold, packages of cards and claim stubs.

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

- (i) Step 2. Determine the total sales

Total Tickets Sold		_____
	Less: Claim Stubs	_____
Net Tickets Sold		_____
	Add: Packages Sold	_____
x Package Price		_____
Total Sales		=====

If the Licensee employs the use of the Electronic Card Dauber, the following method is applied:

- (a) Cash Register. The cash register may be used to record gross receipts from bingo operation under the following requirements:
1. A consecutively numbered receipt shall be printed and given to customers. The receipt shall contain the following information:
 - (i) name of Licensee
 - (ii) date
 - (iii) amount of money paid for the opportunity to play each game type
 - (iv) amount paid
 - (v) customer receipt number.
 2. The cash register 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. If the cash register is electronic, the memory unit must retain all transactions recorded during the session, regardless of whether or not its power source is interrupted.

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4. All cash register tapes for voids, returns, no sales and any other receipts not issued to players must be retained with the daily bingo records.
 5. All transactions, customer receipt numbers and control totals must be recorded on the tape retained in the cash register. This internal tape shall be retained with the daily bingo records.
- (b) Point of Sale (POS). POS may be used to record gross receipts from bingo operation. It is a computer-based system of recording bingo-related transactions, monitoring and controlling sales (by floor sellers and cashiers) and production of the required reports. It has two functions, namely:
1. 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 ready for play.
 2. Manager Function. This handles the generation of reports on the 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 other details.

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Section 2. PAGCOR's License Fees from Bingo Operations

- (a) License Fees from bingo operations shall be an amount equivalent to a percentage of its gross receipts from sale of bingo cards/tickets.
- (b) License Fees may be reckoned on a monthly or on a quarterly basis, as prescribed by PAGCOR. If on a quarterly basis, reckoning shall coincide with the quarterly periods of the calendar year (i.e., January to March, April to June, July to September, and October to December).

Section 3. Documentation and Reporting Requirements

- (a) The Licensee shall file with PAGCOR not later than the third day of the succeeding calendar month a Statement of Sales and PAGCOR Share duly signed by its authorized representative showing in detail the true and correct amount of gross receipts from the sale of bingo cards/tickets and PAGCOR Share for the previous month, and the amount of PAGCOR Share due and remitted.
- (b) The Licensee shall make and maintain complete, accurate and legible records of all transactions pertaining to bingo operations and the applicable taxes thereon. The records required to be kept shall be in ink or any other permanent form of recording.
- (c) The Licensee shall whenever requested by PAGCOR to do so:
 - 1. produce to PAGCOR all records pertaining to bingo operations and permit the examination of such records, the taking of extracts from them and making copies of them; and
 - 2. furnish to PAGCOR all such information as PAGCOR may require in connection with any such records.

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(d) The accounting books and records of the Licensee shall be subject at all reasonable times for inspection or the conduct of a compliance examination by authorized representative(s) of PAGCOR. Said books and records shall be available on demand. Specific records for inspection and compliance examination include but are not limited to the following:

1. Report on sales and PAGCOR Share, prize payouts, remittances of PAGCOR Share and taxes and other supporting documents related to bingo operations.
2. Documents related to bonds secured by the Licensee in connection with bingo operations.
3. Latest financial statements.
4. Certificate of ownership or lease agreements related to the use of the bingo venue.
5. All records pertinent to the inspection and compliance examination.

Section 4. Bingo Cards

(a) Standards for Bingo Cards

Licensee's bingo operation shall utilize the approved bingo paper cards and electronic bingo cards in the conduct and operation of bingo games. For better understanding, the following are the standards for bingo cards:

1. A bingo sheet may contain one or more cards or faces depending on the cut in a mastersheet of pre-printed paper cards. The permutation in one card is done in such a way

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as to avoid duplicate cards.

- (i) Face – An individual bingo card.
- (ii) Duplicate Card – In the strictest sense of the term, duplicate cards have three (3) things in common:
 - Same card serial number,
 - Same production serial number and
 - Identical permutation.

Proper management of the bingo paper is the only solution to avoid duplication of cards in play.

- (iii) Mastersheet – An “uncut” sheet containing many bingo cards printed by the manufacturer such as 24on, 30on and 36on. The most common mastersheet is the 36ons (36 cards on one sheet).
- (iv) Number “ON” – The number of cards (faces) on one sheet. For example, “6-ON” means six (6) cards in a sheet of cards. The number “ON” cannot exceed the number of cards on a mastersheet.
- (v) Cut – The layout or orientation of cards on a sheet. There are three (3) major types of “cuts”:
 - Vertical – more cards down on one side of the sheet than across the top.
 - Horizontal – more cards across the top than down on one side of the sheet.
 - Square – same number of cards across the top of the sheet and down on one side of the sheet.

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2. Each card (face) has identifications which are basic elements of a card.
 - (i) Card Serial Number – The identification number assigned by the manufacturer. This is located at the free space in the center of the card and usually at the bottom of the card. The printing of the second card serial number is to discourage alterations of the card serial number at the free space. It identifies the uniqueness/identity of the permutation of a particular card in a series.
 - (ii) Production Serial Number – The number printed at the top of the card. This number is used by the manufacturer to identify which printing run or production the cards belong to. The number of cards (faces) printed bearing the same production number depends on the series being printed.

3. Bingo cards must have a distinct and separate color and design which belong to one series or set of cards.
 - (i) Series - A specific group of unduplicated cards (faces) with consecutive card serial numbers assigned by the card manufacturer (i.e. 1 to 9,000 series, 9,001 to 18,000).
 - (ii) Colors – An assortment of thirty-one (31) colors are available to choose from. However, shades of mixed colors that are almost identical to the other are discouraged to be used to avoid playing the wrong card. This will give rise to complaints by players who may have difficulty in color distinction.

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Examples: Orange, Peach, Violet, Orchid etc.

(iii) Paper Design – There are two major design groups in bingo paper:

- Border Design – card has neutral background, with a color forming a border around the numbers on the card. It also includes stripes.
- Solid Design – card has the color background. It is also called as “screens” and “tints”.

(iv) Preprint Paper – Bingo cards with a design or pattern printed on it where players bingo on the said design or pattern.

4. Bingo cards may come in single card or collated into package of cards.

(i) Single card – A 1-on card.

(ii) Multi-faceted card – Bingo card in sets of two or more faces depending on the cut in a thirty-six- face flat sheet of pre-printed bingo cards.

(iii) Loose cards – single or multifaceted card but which are sold separately and played simultaneously with the corresponding package cards in a regular game or played independently for a special or separate game.

(iv) Package of Cards – a group of two or more bingo

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cards, usually of different colors, padded into a package of cards for sale to the playing public. Generally, the different colored sheets are used to play different bingo games.

- (v) Collate – The process of assembling bingo sheets from one or more sets of cards of different colors into a package of cards.
- (vi) Color Rotation – A term used to specify the color sequence of the sheets in a collation. For example, a Licensee may order a “3-UP” collation and specifies the following colors in a package of cards:
 - First sheet – Blue
 - Second sheet – Red
 - Third sheet – Yellow
- (vii) Number “UP” – It designates the number of bingo sheets desired to be collated in a package of cards. For example, if a Licensee wants ten (10) sheets in a package of card, it is called a “10-UP”.
- (viii) Lot – It refers to a group of cards from same product line having uniform colors and designs imprinted with same production number.
- (ix) Product Line – A specific type of cards identified by features or characteristics that are unique for a particular product when compared to other cards. Examples:

Champion of Bingo King

Unimax of Arrow International

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A-Line of American Games

5. Bingo cards when printed by the manufacturer follow certain standards in the imprinting of card serial numbering system depending on the product line and cut of the bingo cards.
 - (i) Skip – The standard spread or difference in the card serial number between cards on a sheet, or the first card of the top sheet and the first card of the last sheet in a package of cards depending on the base used.
 - (ii) Base – The standard skip used in the collation of cards or sheets into package of cards.
6. Types of Bingo Cards Used. The following are the types of bingo cards:
 - (i) Disposable (Throwaway) Bingo Cards – These are bingo paper cards that are one-time used in the bingo games and marked permanently by daubers, pens or crayons and thrown away every after each game except in continuous games where the same card is used for the games using continuous patterns. This card is used in the conduct of traditional bingo games.
 - (ii) Carbonized Duplicated Cards – A pre-numbered two-part carbonized or duplicated cards where letters – B, I, N, G and O and all numbers 1 to 75 are printed on its face grouped as follows:

LETTER	ALL NUMBERS
B	1 to 15
I	16 to 30
N	31 to 45
G	46 to 60
O	60 to 75

These cards are used for special games only with the following requirements:

- Players are allowed to select and encircle their chosen numbers as required in the mechanics and rules of the game.
- They shall mark their numbers in a distinct, clear and legible manner on the original copy (on top of the duplicate) prior to separation of the duplicate and original copies.
- No alterations are allowed.

The “fill-in-the-blanks” type of duplicated cards is not allowed for use in the conduct of traditional bingo games.

(iii) Break-open Cards – A bingo card concealed by being sealed in a manner that prevents revealing any part of the card or face. This type of card is generally used in Quickshot games.

- As a requirement, the sheets must be constructed in a manner that all 24 numbers on each card or face cannot be determined from the outside of the sheet even using high intensity lamp or other means.
- Player shall break-open the card and daub

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the numbers on the card against the pre-drawn balls to form a predetermined pattern that are posted on a game display board for this purpose.

- Drawing of balls for the game may use the balls drawn for any game for the day or a special game to be conducted for this purpose. Mechanics and rules of the game shall contain the needed information.

- (iv) Write-in Cards – A bingo card retaining the format of a bingo card but with blank faces in which a player writes any series of numbers of his choice from 1 to 75 under column headings – B, I, N, G and O. This type of bingo card is not authorized to be used in the Licensee’s bingo hall.
- (v) Electronic Bingo Cards – Electronic bingo cards or electronically generated bingo cards are software generated random cards containing the same features as the disposable bingo cards but are stored in the computer data bases and displayed in the screen of electronic devices connected to the computer system. However, permutation depends on the manufacturer’s specifications. These cards are used in electronic bingo units and online computerized bingo system.
- (vi) Push-outs – Bingo cards printed on heavy paper stock or lightweight card stock containing a half-circle die cut in the center of each number permitting the player to “mark” the card by pushing-out and folding down the half-circle flap of paper or card.

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This type of bingo card is not authorized to be used in the Licensee's bingo hall.

(b) Guidelines for Bingo Cards

1. The Licensee must use only approved bingo cards in the conduct of bingo games. Important considerations in the approval of the use of certain bingo cards are as follows:

(i) Bingo paper cards are manufactured in a controlled environment using processes and procedures that ensure the integrity of the product and facilitate regulatory compliance with the requirements.

(ii) Bingo paper cards must establish an audit trail system that requires:

- Each set of cards manufactured as a specific product line, using the same color and border, or solid design is assigned a unique production serial number which is imprinted by the manufacturer on each card or set of cards for the whole printing run or production.
- Each card or face must be identified by a card serial number imprinted on the face of the card.
- Each card within a set must be consecutively numbered.

2. All bingo cards must have a security measure required by PAGCOR such as in the form of PAGCOR logo watermark imprinted on each card.

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3. All bingo card requirements of the bingo venue shall be procured from the PAGCOR registered suppliers only.

4. Delivery of Bingo Cards. All bingo cards purchased with otherwise obtained from Licensee's warehouse/ its bingo venues or other Licensees must be accounted when delivered and received at the venue.
 - (i) Delivery of bingo cards shall be directly received from the supplier or Licensee's central office (in the case of Licensees with centralized warehousing operations) by the Venue Card Custodian who is held responsible and accountable for them. The PMT in the venue shall witness the receipt and inspect and verify said delivery prior to safekeeping inside the card's storeroom.

 - (ii) All purchases, invoices or photocopies thereof for disposable bingo cards received must be maintained on the bingo premises.

 - (iii) The following information must be recorded for disposable cards, sheets of cards or package of cards.
 - Identification and inspection stamp number
 - Serial number or if package, serial number of the top page
 - Number of cards in the series
 - Type of card or package of cards
 - Purchase invoice number and date

5. Inventory of Bingo cards. All bingo cards delivered to and received at the bingo venue shall conform to the following:

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- (i) Custody and proper storage/safekeeping of bingo cards shall be the responsibility and accountability of the Venue Card Custodian who is accountable to the Venue Treasury Head or to the Head of Licensee's warehouse operations at their central office (for Licensees with centralized warehousing system). As such, all bingo cards shall be secured in a card storeroom exclusively for storage of bingo cards.
- (ii) These cards can only be withdrawn by the Venue Card Custodian for a specific game and/or daily allocation as required. All cards withdrawn for allocation must be witnessed by and presented to the PMT in the venue for checking and verification prior to its use.
- (iii) Movements of bingo cards such as receipts, issuances for allocation, returns of unused/unsold cards and conversions shall be recorded in a bin card maintained for the purpose. All movements are subject to checking and verification and witnessing by the PMT assigned in the venue. All supporting records shall be made available for verification by the PMT.
- (iv) The Licensee shall be responsible in maintaining the integrity of the inventory cards. Thus, the Licensee shall be required to submit a monthly inventory report to PAGCOR not later than the 10th day of the succeeding month subject to verification by PMT.

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6. The Licensee shall not duplicate or make copies of bingo cards nor cut bingo paper sheets into separate cards or package of cards.
7. All bingo cards must be color-coded and have a distinct and separate card serial numbers for each and every game with specified production serial number on all cards in play per bingo session relative to the type of card being used. Any single card to be used as extra card must have the same color but different card serial number and production serial number.
8. Sale of Bingo Cards. The following are the guidelines governing the sale of bingo cards:
 - (i) The Licensee shall be responsible for the sale of cards either as single card or package of cards and other similar paraphernalia and shall maintain a record thereof.
 - (ii) Licensees and their venue staff are not allowed to sell bingo cards outside of the bingo hall.
 - (iii) Each set of cards or package of cards shall be sold intact as a single unit with a single price.
 - (iv) Bingo cards can be sold (e.g. via cash, player points/credits, etc.) during or immediately before the bingo session or game. These cards shall be used during the game or session for which the cards are purchased. The Licensee shall not allow player to carry over purchased but unused bingo cards to a subsequent bingo session or day.

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- (v) The Licensee shall not offer free or discounted bingo cards, except during events such as inauguration and anniversary of the bingo venue only provided request has been previously approved by PAGCOR.
- (vi) The Licensee shall not reserve bingo cards for any person.
- (vii) Sale of additional cards on the floor increases the player's chances to win the prize. However, any bingo card that is being selected, purchased or exchanged during a game that is in progress shall not be used in that game.
- (viii) Bingo cards shall not be sold after the first ball is drawn for the game in which the card is going to be used.
- (ix) The Licensee shall not offer any bingo cards that were sold at the previous bingo game, session or day for sale.
- (x) Any single or extra/loose bingo cards that have not been sold shall be turned in and not be made available for sale upon the start of the game in which said cards will be used.
- (xi) The Licensee which sells package cards after the first game in a bingo session has begun shall deface those cards for the game which have been played or one in play prior to the sale of these package cards.

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(xii) Sale of bingo cards shall be properly accounted for, and gross receipts therefore shall be subject to the imposition of PAGCOR Share and submission of the required reports.

(xiii) All records and evidence of sale of cards shall be made available to PMT at anytime, during reasonable hours of the day for regular and random inspection.

(xiv) All bingo cards to be given as free game shall be part of gross receipts from sale of bingo cards and subject to license fees. The PAGCOR Monitoring Team shall be provided with the list of complimentary bingo cards allocated for validation purposes.

9. Destruction of Bingo Cards. The Licensee that intends to destroy cancelled bingo cards after the three-month retention period shall give notice of its intention to PAGCOR giving details of the following:
10. The Licensee shall be responsible in maintaining the integrity of the inventory of cards.

Section 5. Bingo Tickets

(a) Standards for Bingo Tickets

1. All tickets to be used in special bingo events must be printed in accordance with the approved format, size and type of paper material to be used for uniformity purposes.

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2. All tickets must be pre-numbered with continuous serial numbers and without duplication of serial numbers in the printed tickets.
3. All tickets must be purchased from PAGCOR-registered printer/supplier. As such, the Licensee must secure a certification from printer/supplier stating the exact quantity of tickets printed and the corresponding serial numbers in continuous series without duplication and further certify for control purposes that no other tickets of this kind shall be reproduced for another party.
4. In the case of linked bingo games, all tickets shall be color-coded and have separate assigned ticket serial numbers for each color for each linked venue for easy allocation and proper accounting purposes.

(b) Guidelines for Bingo Tickets

1. All bingo halls shall use the prescribed ticket format to be offered for sale to the playing public for purposes of security, control and uniformity.
2. Delivery of bingo tickets. All bingo tickets purchased or otherwise obtained from the Licensee's warehouse (those with centralized warehousing operation) must be accounted when delivered to and received at the venue.
 - (i) Delivery of bingo tickets shall be directly received from the supplier or Licensee's central office (in the case of Licensees with centralized warehousing operation) by the Venue Card Custodian who is held accountable and responsible for them. The PMT in the venue shall witness the receipt and inspect and

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verify said delivered tickets prior to safekeeping inside the card's storeroom.

(ii) All purchases, invoices or photocopies thereof for bingo tickets ordered, and received, must be maintained on the bingo premises.

(iii) The following information relating to the bingo tickets must be recorded:

- Identification and inspection stamp number
- Ticket serial numbers
- Quantity of tickets
- Type and purpose of tickets
- Purchase invoice number and date

3. Inventory of Bingo Tickets. All bingo tickets delivered and received at the bingo venue shall conform to the following:

(i) Custody and proper storage/safekeeping of bingo tickets shall be the responsibility and accountability of the Venue Card Custodian who is responsible and accountable to the Venue Treasury Head or to the Head of the Licensee's warehouse operation at their central office (for Licensees with centralized warehousing system).

(ii) As such, bingo tickets shall be stored inside the secured cards storeroom together with the bingo cards. All bingo tickets must be submitted to the PMT for security marking prior to their issuance for sale to the playing public.

(iii) All movements of bingo tickets, after receipt from

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printer/supplier such as allocation and returns of unused or unsold tickets shall be subject to verification and witnessing by the PMT assigned in the venue and shall be recorded in the bin card maintained for this purpose.

- (iv) For unsold returned tickets, only a minimum of fifty (50) tickets with continuous series is accepted for return to storeroom for reuse. However, reuse of returned tickets is not allowed in linked games.
- (v) All bingo tickets, upon allocation shall be dated for a specific bingo event or special game (if tickets have generic information, color and design, and intended for continuous issuance).
- (vi) The Licensee shall be responsible in maintaining the integrity of the inventory of tickets.

4. Sale of Bingo Tickets

- (i) Only PAGCOR-approved tickets shall be allowed for sale.
- (ii) The Licensee shall be responsible for the sale of tickets to players inside or outside the bingo venue to qualify these players to participate during regularly conducted special bingo events. However, no forced selling in whatever form or scheme shall be allowed.
- (iii) Each bingo ticket sold entitles the holder to claim the corresponding bingo cards to play bingo games.

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- (iv) Bingo tickets shall not be sold sixty (60) days in advance prior to the scheduled bingo event.
- (v) The Licensee shall not offer free or discounted bingo tickets, except during events such as inauguration and anniversary of the bingo venue only provided request has been previously approved by PAGCOR.
- (vi) The Licensee shall not offer for sale any bingo tickets that were sold at the previous bingo event.
- (vii) Any bingo tickets that have not been sold shall be turned in before the bingo event starts. Otherwise, these shall be considered sold for accounting purposes.
- (viii) Sale of bingo tickets shall be properly accounted for, and gross receipts shall be subject to the imposition of PAGCOR Share and submission of the required reports.
- (ix) All records and supporting evidence of sale of tickets shall be made available to the PAGCOR Monitoring Team at any time during bingo day for regular and random inspection.

5. Retention of Bingo Tickets

6. Destruction of Bingo Tickets. The Licensee that intends to destroy unsold bingo tickets shall give notice of its intention to PAGCOR giving the following details:

- (i) Printer/Supplier

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(ii) Ticket serial number(s)

(iii) Face value of the bingo ticket(s) to be destroyed.

Section 6. Bingo Equipment

(a) Standard bingo equipment, other equipment and paraphernalia

To be able to facilitate the conduct of the bingo games and achieve reliable results therefore, Licensees are required to acquire a Bingo System and other equipment and paraphernalia to carry on this objective to ensure integrity and fairness thereof.

1. BINGO SYSTEM – means an electronic system powered by computer software capable of programming an entire bingo operation consisting of the standard bingo equipment housed in or connected to a bingo console for an integrated and easy management and operation. A bingo system is composed of the following equipment:

(i) Bingo Machine or Console – It houses the following:

- Electronic Verifier – A device powered by computer software used to verify or validate a winning bingo card through a computerized data bank that stores all cards and all patterns that can be used in bingo games.
- Ball Blower – A device used to mix the seventy-five (75) bingo balls contained in the ball chamber either by air pressure or

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mechanical means giving each ball an equal opportunity to be drawn. The blower randomly draws the balls one at a time at a predetermined interval and devoid of interruption. This device should have the following features:

- ❖ It should allow the players' full view of the mixing action of the balls; and
 - ❖ The device cannot be interrupted or manipulated to change the random placement of the balls at the exit receptacle of the ball compartment, except when the device is shut off.
- Automatic Timer or Pacer – A small electrical or electronic device which features a small light flashing or sound at a predetermined frequency to set the timing in drawing the balls.
 - Ball Camera – An optical device mounted on the console used to capture the ball drawn onto the TV monitors for players' viewing.
 - Operator's Monitor – A TV monitor mounted on the console that displays all pertinent game information for the machine operator's complete control of information onto all TV monitors installed inside the bingo hall.
 - Machine Ball Rack – A receptacle that holds the seventy-five (75) bingo balls before start

of a game and each ball after it is being drawn and called by the bingo caller.

- Masterboard – A keyboard type of device wherein the machine operator encodes the drawn and called bingo balls which is then transmitted to the flashboard system.

- (ii) Flashboard – An electronic device connected to the bingo machine or console showing the graphic presentation of the game information such as numbers drawn and called with the last number called flashing, bingo pattern in play, ball counter and prize

2. Other Equipment and Paraphernalia

- (i) Bingo Balls – White or colored Ping-Pong balls marked with letters – B, I, N, G and O and numbers 1 to 75 used in the draw in the conduct of bingo games. Each ball is distinguished as follows:

MARKINGS		UNIVERSAL COLORS	REMARKS
LETTERS	NUMBERS		
B	1 to 15	BLUE	Each ball under each letter may be assigned one color in whole or half ball only and distinguished by the color of the line
I	16 to 30	RED	
N	31 to 45	WHITE	
G	46 to 60	GREEN	
O	61 to 75	YELLOW	

Another type of bingo ball used in the draw is the multi-sided one that displays the letter and number in all sides of the ball or in all directions and marked

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up one color for the letter and number, and the line encircling the letter and the number. This is usually used in a “hands-free” bingo machine for the ball camera to capture in all angles the letter and the number during draw.

- (ii) Public Address System – An audio system with amplification and speakers appropriate to the size and acoustics of the bingo hall to be utilized for purposes of game integrity and an opportunity for audience participation during the conduct of bingo games.
- (iii) Document Video Camera – An optical device used to show to the players and concerned parties the possible winning card under verification onto the TV monitors.
- (iv) Monitors – TV sets installed in the bingo hall to show the images picked up by the document video camera and the ball camera for viewing and verification of the playing public.
- (v) Game Board – An electrical or manual representation of a bingo card which is used to show to bingo players the winning game pattern and numbers drawn and called.
- (vi) Video Cassette Recorder (VCR) – Audio/video equipment used to record the conduct of bingo games. Its use is advantageous to venue management in decision-making in case of dispute or complaints thereof. This is also used to play

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video presentation for playing public's consumption like showing/announcing of General Bingo Rules and Bingo House Rules and other marketing gimmicks without need for bingo caller's services.

- (vii) Tables and Chairs – Tables and chairs are designed suitable for the players' comfort while playing bingo games even for several hours. Each table can accommodate two players sitting opposite each other and a maximum of twenty players.
- (viii) Weighing Scale – An electronic device used to accurately determine the weight of each bingo ball to ensure that its weight is within the tolerable range level to give an equal opportunity for each ball to be drawn. For this purpose, it is imperative to compute the average weight for all the balls in a set.
- (ix) Ball Storage Rack (Transparent Type) – A depository where a complete set of bingo balls are placed after a day's use or weighing for safekeeping and storage. This helps in checking the completeness of the numbered (1 to 75) balls before and after its use. The replacement of bingo balls on a regular basis and by set only must be implemented.
- (x) Whistle – A wind instrument used by the venue personnel to call the attention of the bingo caller to stop calling the next ball whenever player shouts or yells "BINGO".

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- (xi) Dropbox – A transparent plastic or acrylic box used to contain original copies of carbonized duplicated bingo cards. This is secured by a lock (the key to which is under the custody of the Operations Officer) and is placed right in front of the stage for playing public's view.
- (xii) Bingo Dauber – Tube containing colored ink used to mark/daub clearly and permanently the numbers in the bingo card corresponding to the number being drawn and called during bingo games to form the winning pattern.
- (xiii) Bin Card – It is a control log used to record the movements (receipts, issuances and returns /conversion and balances on stock) of each type of bingo card in the inventory. This form is used to countercheck the actual inventory of bingo cards on hand in the card's storeroom.
- (xiv) Vest or shirt (with Licensee's trade name on it) – A uniform issued by the Licensee to the venue sellers to identify them as the authorized sellers of the bingo hall.

3. Electronic Bingo Card Daubers – These are electronic equipment or appliances used by players to identify bingo cards that contain numbers input by a player. These devices shall meet the following required features:

- (i) It electronically stores preprinted electronic bingo cards purchased by a player;



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- (ii) It provides a means for players to input numbers drawn and called by the bingo caller;
- (iii) It compares and daubs electronically the numbers drawn and called input by the player to electronic bingo cards previously stored in electronic data base;
- (iv) It identifies to the player those stored cards that contain the numbers input by the player and;
- (v) It gives signal or warning sound to the player that a certain card wins in a game for the player to yell "BINGO".

(b) Guidelines for bingo system, other equipment and paraphernalia

1. All bingo halls must use the prescribed bingo system, other equipment and paraphernalia required in the proper conduct and operation of bingo games.
2. Manual devices such as "shakers, "hourglass" and other similar types of number generators or devices shall not be allowed for use in the conduct and operation of bingo games.
3. The bingo system and paraphernalia should only be sourced from PAGCOR accredited supplier(s) of bingo cards, equipment and paraphernalia to ensure its quality and unhampered bingo operation. The purchase should be accompanied by manufacturer's warranty certificate to ensure of its after-sales services.
4. All bingo equipment and paraphernalia prescribed and

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those to be prescribed in the future must be inspected, tested and approved by PAGCOR prior to commissioning in the bingo operation.

(c) Guidelines for electronic card dauber

1. Electronic bingo card dauber will not be deemed to provide players with a material advantage and may be used by players in bingo games when operated in the following manner:

(i) The player must perform at least the following functions:

- Input each number called by the bingo caller into the memory of the dauber unit by the use of a separate input function for each number. Automatic or global marking of numbers is prohibited.
- Notify the bingo caller when a winning game pattern or “bingo” occurs by means that do not utilize the dauber unit or associated system and;
- Identify the winning card and display the card to the bingo caller or machine operator for verification.

(ii) Each player using an electronic card dauber is limited to playing a maximum of one hundred fifty (150) cards during any game to limit the advantage of player using an electronic card dauber device over those using paper bingo cards.

(iii) The Licensee shall not reserve electronic card



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daubers for any player. An assignment scheme of daubers to players shall allow players an equal opportunity to use the available units. If drawing is used to assign dauber units to players, the Licensee shall ensure that each player participating in the drawing has an equal chance to win.

- (iv) If the Licensee charges the players a fee for use of the electronic card daubers, such fees must be a flat fee as rental and shall not be based on the number or peso value of cards purchased.
- (v) Each player utilizing electronic card dauber must have the cards (as printed) in his/her possession. Electronic images of cards (as printed) stored in such devices are for players' convenience only.
- (vi) If electronic daubers are leased to Licensees, lease cannot be based on the amount of bingo card sales or rental income derived from such devices.
- (vii) Use of electronic daubers is prohibited when a Licensee utilizes any marketing scheme for cards that results in a decrease in the per unit price of each card as the number of cards purchased increases. Provided that a single discount level is authorized for each type of card sold if:
 - The Licensee has a minimum purchase agreement.
 - Discount applies to all cards purchased.
 - "All you can play" scheme is prohibited.

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2. Electronic bingo daubers must meet the following standards:

- (i) Be manufactured by licensed manufacturers;
- (ii) Be sold, leased and serviced by a PAGCOR registered licensed distributors or manufacturers;
- (iii) Be not be capable of accessing the electronic computer system in any manner that would allow modification of the program which operates and controls the dauber units, or the cards stored in the electronic database and;
- (iv) Be capable of complying with the applicable requirements and guidelines for electronic card daubers.

Section 7. Bingo Hall and its Facilities

- (a) The Licensee shall conduct and operate all kinds of approved bingo games only at the approved bingo hall.
- (b) The Licensee shall allow the PMT unrestricted access to the bingo premises and facilities at any time during reasonable hours of the day or operating time of a bingo day for examination and inspection.
- (c) No person shall interfere with, prevent, or refuse a duly authorized representative of PAGCOR to make an inspection of the bingo hall and facilities used for bingo operation by the Licensee.
- (d) The Licensee shall provide a storeroom for securing the bingo

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tickets and cards for use of the bingo operation. As a security measure, the storeroom shall be secured with two (2) locks, keys to each lock shall be handled by the Licensee or his authorized venue staff and the PMT assigned in the venue.

Section 8. Conduct of Bingo Games

(a) Guidelines and gaming rules for the conduct of bingo games

1. 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.
2. The Licensee shall be responsible for the integrity of the bingo games as well as the training of venue personnel, who will be staffing the games.
3. The Licensee shall notify PAGCOR 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 Licensee to PAGCOR.
4. No live coverage, either by radio or television network in the conduct of bingo games shall be allowed.
5. The Licensee shall not be allowed to solicit, accept or receive OFF-SITE BETTING or remote betting for traditional bingo games.
6. Only valid bingo cards shall be in play during the conduct of the bingo games. To establish its validity, card production serial number and card serial number shall fall within the approved card allocation for the particular game.

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7. To avoid problems that may be created through the use of duplicate cards, 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; the Licensee commits to award the same prize resulting to double payment. Use of duplicate cards can only be avoided through proper card management.
8. Neither the Licensee nor the players are allowed to separate/split the bingo cards in a multifaceted cards or package of card. Split cards are not entitled to be verified; thus, they are not entitled to win in the game.
9. A player must be present and playing in the bingo hall during a game to be entitled to win and claim the corresponding prize.
10. The Licensee 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.
11. 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 is properly verified by the authorized venue personnel.
12. It is the responsibility of the player to notify the venue staff of his/her "BINGO". Failure on his/her part forfeits

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his/her right to win and the game shall continue until a valid winner is declared.

13. 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 the printed name at the back of the card upon its submission for verification.
14. When a player declares "BINGO", the Licensee shall undertake steps to close the game under the following requirements:
 - (i) The game must be stopped before calling the next ball.
 - (ii) The probable winning card must be submitted for validation/verification.
 - (iii) The probable winning card must have the last number called.
 - (iv) The probable winning card must be a valid card (falling within the approved allocated cards for the game).
 - (v) The game shall then be closed when the said card is declared winner
15. 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

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ball drawn for the next game or pattern to be played.

16. The PMT shall be given a free hand in observing and monitoring the bingo operations.
17. Compliance form as prescribed by PAGCOR which identifies persons responsible for the bingo operation must be filed every year or upon change of person(s) in key position(s) with PAGCOR within seven (7) days from effectivity date(s) of appointment.
18. The Licensee shall commit to adhere/abide in the implementation of the General Bingo Rules and Bingo House Rules for the orderly conduct of bingo games. The Licensee shall display them in a conspicuous place inside the bingo hall to inform the playing public of their obligation to observe them while inside the bingo hall and participating in the games.
19. Conduct and operation of the bingo games via Closed Circuit Television (CCTV) and Computer Links, commonly known as Bingo Link within the linked bingo halls, although part of the traditional bingo, are governed by a separate set of procedural guidelines included in this Regulation.

(b) Bingo program

1. The Licensee should have the flexibility to introduce any new game that falls within the current policy definition of a bingo game, provided that PAGCOR approves the new game prior to implementation.
2. New daily bingo program wherein usual and ordinary changes such as but not limited to the price of cards,

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prize, game pattern, ball bracket and the like, and new game scheme must be submitted to PAGCOR at least seven (7) days and fifteen (15) days, respectively, prior to the date of implementation. For special bingo events, the Licensee must submit to PAGCOR its proposed scheme at least fifteen (15) days prior to its intended start of pre-selling.

3. The Licensee, when mounting bonanzas and other bingo special events, shall consult PAGCOR when formulating and establishing prize payout schemes and other pertinent arrangements, game rules and mechanics, and operating systems and procedures defined and used in the operation of bingo games provided that the terms are not inconsistent with the herein guidelines.
4. All bingo programs shall contain the essential elements and subject to the following:
 - (i) The Licensee shall disclose in a bingo program all information to all persons contemplating to participate in the bingo games, including the price of cards and prizes for distribution before the start of the bingo session. Notification must be made prior to requiring players to make payment for the opportunity to participate in the game.
 - (ii) 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:
 - A written description of each bingo game to

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be offered, including illustration of each winning game pattern and the order that games will be played.

- The prizes to be offered, including jackpot and consolation prizes, 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.
- Description of the bingo cards to be used including:
 - ❖ Color and design
 - ❖ Number of faces on each sheet
 - ❖ Number and type of sheets in a package of cards
- Price of cards or package of cards for each game or session.
- Duration of the program.

5. The Licensee may make changes to the approved program provided that:

- (i) PAGCOR must be notified in advance for any necessary/immediate amendments to their approved daily game program, as such the Licensee is committed to abide and pursue the amendments as initiated and announced.
- (ii) The amended bingo program must be approved within the time frame prior to implementation.
- (iii) No amended bingo program shall be approved for

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implementation until the jackpot prize in a current regular bingo game or special game with 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.

(iv) The progressive jackpot prize with fixed ball bracket of a particular game is maintained.

6. Licensees' approved new games/schemes introduced in the bingo hall must undergo post evaluation by the PAGCOR Monitoring Team for recommendation to the Gaming Licensing and Development Department together with the corresponding recommendation whether to continue or not in the implementation of the said game(s).

Section 9. Categories of Traditional Bingo Games

- (a) Regular Bingo Games. The games in the bingo program use regular game packages 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.

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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 PMT and players in the bingo hall.
4. Record of balls/numbers drawn and called shall be duly signed by the Licensee's staff, PMT and a player selected by the venue management as witnesses to the draw.
5. The Licensee 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.

Section 10. 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.

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- (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 Licensee 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 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 Licensee 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 duplicated) card may be used if:
 - (i) The cards are printed on two-part, self-duplicating paper that provides for an original and a duplicate copies;
 - (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



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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. The Licensee may exchange the card with an entry added, deleted or changed prior to or after separation for a new card provided 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, players should 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 in both the original and duplicate cards prior to dropping of the original copy.
- (v) Players shall retain and play the duplicate copy.
- (vi) To declare a winning card, a player's selected numbers must have all been drawn and his/ her card

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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 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. (This is intended to avoid switching of cards and establish its ownership)
2. All winning cards, original and the duplicate copies shall be retained by the Licensee as part of its daily bingo records upon payment of prize.
 3. Incomplete cards, cards with alteration, 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.
 4. Replaced card duplicate copy shall be attached to the replacement card and maintained as part of the daily bingo records.
- (e) 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.
 - (f) 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

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be covered.

- (g) Promotional Bingo Games. Promotional bingo is a bingo game conducted during any occasion for promotional purposes in which the bingo tickets or the right to participate in the game are given away at no value to the player(s) in exchange for the bingo cards. Only merchandise or other tangible products may be given away as prizes and no cash prize may be offered or awarded in any promotional bingo game.

Section 11. Game Designs

There are over a hundred different game designs available for bingo games. They come in various forms and ways to play from simple patterns to complicated ones, combination of patterns or coverall (blackout) to add spice or excitement to bingo games.

(a) Types of Bingo Patterns

1. Fixed Bingo Patterns. Patterns that are stationary and game is won one-way. Examples are:
 - (i) Any straight line – vertical, horizontal or diagonal (single or double)
 - (ii) Block of 9, postage stamp (cluster or double cluster)
2. Moving Bingo Patterns. One pattern but displayed in more ways than one. Once a particular card or face in a multi-faceted sheet is declared “sleeper” under the “Sleeper Rule”, the same card or face is not anymore qualified to form or win that same moving pattern in other way(s). Thus, the same card or face shall be marked “cancelled” to invalidate it. Examples are:

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(i) Crazy patterns – T, arrow

(ii) Postage Stamp – 2 ways

3. 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. Example of such as:

Start: Four Corners, then: Large Frame, Finish: Coverall

4. 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 (as contained in the game mechanics), 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 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.

- (b) Designing a game should take into consideration the statistical number of balls drawn in which a “BINGO” will occur, given a number of cards in play for that particular game.

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Section 12. Prizes

(a) Guidelines for Prizes

1. The Licensee shall allocate for prizes, either in cash or kind except liquor, beer, guns, ammunition and other contrabands, to be awarded to winner(s) in each bingo game in any bingo session shall be at least thirty percent (30%) of the projected, reasonable and acceptable gross receipts from sale of package cards and extra cards. For prizes in kind, proof of the retail value of the merchandise or goods must be submitted/furnished to PAGCOR in order to ascertain its value upon submission of the bingo game program for approval.
2. Before the start of any scheduled bingo game, the Licensee must announce to the playing public the specific prize(s) to be awarded in full to the winner for each game. The Licensee commits to award the prizes as announced/indicated in the bingo program. In the case of multiple winners, prizes 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 Licensee 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 prizes for special game(s) or as bonus prize in any regular or special



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game upon PAGCOR's prior approval. For this purpose, the PMT shall account for all prizes to determine those prizes that remain unclaimed as of the end of the month.

5. The PMT must witness awarding of jackpot prizes and prizes amounting to more than Ten Thousand Pesos (P10,000.00).
6. Any single prize of more than Ten Thousand Pesos (P10,000.00) when awarded to a winner is tax-paid. In effect, all prizes are net of the applicable taxes. The total gross amount of the prize as computed includes the applicable taxes. The Licensee, as the withholding agent shall file the appropriate tax return and remit the total prize taxes for the period covered.
7. The aggregate value of all prize payouts awarded to winners and those forfeited, and the applicable tax imposed on these prizes must be at least thirty percent (30%) 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 prizes for special game(s) to be conducted for this purpose or as bonus prize in any regular or special game upon PAGCOR's prior approval.
8. 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



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in the bingo program or posters of the game with the scheme.

9. Prizes in progressive bingo games are the ones in which the prizes continue to grow 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.
10. The value of donated or purchased prizes in kinds shall be based on its current market or purchase price.
11. Real or personal property/ies offered as prizes shall have been paid for in full and free for all claims and obligations, such as but not limited to interest, liens, encumbrances, etc., prior to the bingo session in which said real or personal property/ies is/are offered.
12. The Licensee may offer a progressive prize scheme in bingo games. However, 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 shall strictly monitor the development of this scheme, especially if it involves high stake prizes accumulated over a specific period of time allowed.



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13. Jackpot prize for regular or special games which remain “unwon” on 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 be properly supported by a pre-numbered duplicated prize voucher or receipt containing all information as follows:
 - (i) Date
 - (ii) Game number/session
 - (iii) Complete name and address of the winner
 - (iv) Valid ID (to be photocopied for attachment)
 - (v) Tax Identification Number, if single prize is more than P10,000.
 - (vi) Amount of cash prize, or cash equivalent if in kind and item description. If the item is not divisible in the case of multiple winners, substitute item of the same value shall be awarded instead.
 - (vii) Approval of authorized venue staff original copy of the prize voucher or receipt shall be furnished to the winner and duplicate on file).

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

Section 13. 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.
- (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 Licensee, 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 Licensee shall reset the scheduled event and request for cancellation shall be submitted to the PMT who in turn

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shall submit the same to GLDD together with his/her 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 in the venue without back-up power supply system, the Licensee, in consultation with the PMT may suspend bingo operation only after a lapse of at least thirty (30) minutes from the start of the scheduled bingo game, session or day.
2. If the game is ongoing, the Licensee in consultation with the PMT shall continue “manually” the drawing of balls 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 Licensee 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 subsection (e) below.
3. In cases when power is repeatedly interrupted during a game, the rule in paragraph 2 above shall likewise apply.
4. In all cases the PMT shall submit the Incident Report thereof to GLDD.

(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,



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the Licensee shall submit notice of rescheduling the said event(s) at least two (2) days in advance to the PMT who will submit the same together with his/her recommendation or objection and reasons thereof to the said cancellation or re-scheduling. No refund shall be given.

- (e) In those cases where a 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:

1. 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

2. 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 Licensee may be allowed to set aside

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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 cancelling the game(s). Cancelling the games without meeting the prerequisites for cancellation will affect the players especially the regular ones who may lose confidence in the Licensee which may translate to business opportunity.

Section 14. Disputed Bingo Games

The Licensee 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 start the game.
 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 continue the game.
2. If discovered after additional balls have been called, then the game shall be stopped. The Licensee shall determine whether the game can be reconstructed by recalling the game from 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 Licensee 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, then the prize shall remain the property of the winner.
- (d) If the payment of prize is in accordance with the rules, then the cause shall be noted in the game records. Repeated overpayments may be considered a violation of the bingo procedural guidelines and gaming rules and regulations.

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- (e) In the investigation of disputed games, PAGCOR may instruct the Licensee to pay the disputed prize if the preponderance of the evidence is in favor of the player.

Section 15. Activities Conducted as Part of Bingo Games

Only activities authorized by PAGCOR shall be conducted inside the Licensee's bingo hall. The Licensee may award prizes to winners of activities' authorized by PAGCOR when such activities are conducted as part of bingo games. Such activities should 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. The Licensee 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. Tickets or other facsimiles used to enter such drawings are awarded only to players purchasing cards to play in bingo games;
 3. 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. The Licensee may award the prize to the raffle winner, if



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the following conditions are met:

- (i) The winning player shall be present during the draw date. Otherwise, he forfeits his chance, and the Licensee has the right to draw another ticket entry to give other present participants to the game the opportunity to win.
 - (ii) The winning player shall be required to present upon claim of the prize the claim stub (of the winning ticket entry) to establish the rightful winner.
 - (iii) In the event that the winning player is unable to present his/her claim stub, any valid ID must be presented to establish the true identity of the claimant by matching the information contained in the presented IDs with that of the winning ticket entry as follows:
 - Name of ticket holder/owner
 - Signature of ticket holder/owner
 - Address of ticket holder/owner
 - (iv) In the event that the possible winner/s fails to present any of the abovementioned requirements, he/she is automatically disqualified to claim the prize.
- (b) “Good Neighbor” Prize Scheme. The Licensee may award prizes based upon the seating location of a player or players in regard to the winner of a bingo game. The following requirements must be observed prior to the awarding of “good neighbor” prizes.
1. Rules regarding this prize scheme and requirements to qualify for a prize must be clearly posted and distinctly

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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. The Licensee may conduct contests in which players may demonstrate the best costume, other activities requiring skills such as bingo tournaments 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 is 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 winning a regular bingo game on a specific number or bingo ball.
 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. The Licensee may award prizes/gifts in promotional games to bingo players if:

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- (i) The merchandise gifts with a cost to the Licensee of no more than P100.00 per gift are awarded and;
- (ii) A record shall be completed for each session setting out the criterion for selecting recipients, number of gifts and total cost of the gifts. Such records should be maintained as part of the daily bingo records.

Section 16. Additional Guidelines for Licensee's Employees

- (a) No employees of the Licensee in the bingo hall shall communicate or have direct contact during the conduct of bingo games with the employee's immediate family members who participate as players to preserve the integrity of the game. Immediate family members refer to spouses, children, parents and siblings.
 - 1. Employees holding vital positions such as callers, machine operators and command officers are strictly restricted from communicating in any form with their and the Licensee's immediate family members and friends.
- (b) The Licensee or its employees shall not engage in any act, practice or course of operation that manipulates the outcome of any bingo game.
- (c) Bingo staff engaging in theft or other illegal activity associated with bingo should be prosecuted and reported in writing to PAGCOR as to the following:
 - 1. Name of the employee;
 - 2. Position of the employee;

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3. Offense committed and;

4. Licensee's action taken

Upon receipt of written report, PAGCOR, at its discretion may conduct an inquiry to establish the veracity of the report prior to circulating the name of erring parties to other Licensees.

- (d) PAGCOR may circulate Licensees in the bingo industry information about the convicted parties or those whose offense has been established to help prevent those same individuals from working in other bingo halls.

Section 17. General Bingo Rules and Bingo House Rules

The following general bingo rules and bingo house rules shall be posted in a conspicuous place inside the bingo hall in full view of the players, or contained in a tape or compact disc (CD) shall be played before the start of a game in order to inform and bind the players to abide by the said rules.

GENERAL BINGO RULES

- (a) Before the start of the game, the production and series numbers, and 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 valid cards 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, ball bracket, prize payout and price of cards or package cards/single card.

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2. Splitting of multifaceted sheets (e.g. 2ons, 3ons, 4ons, etc.) is prohibited. A face is an individual card. Split cards are not entitled to be verified, thus 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 between the number of the bingo balls called or announced, displayed on the flashboard/TV monitors, and the actual number of the balls drawn and placed on the rack, the last shall be deemed the official number of balls drawn and called.
 - (e) Balls called must be daubed or marked with a ball pen, highlighter, or bingo dauber on a bingo card to form the winning pattern. Unmarked cards 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 bingo caller to hear. It is the responsibility of the player to shout “BINGO” to prevent the bingo caller from calling the next ball.
 - (g) A possible winning card must be presented to the verifier for validation prior to declaration of “Good” Bingoll/winner.
 - (h) To declare a winning card, the winning pattern must be formed

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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. Once a particular card or face of a multifaceted sheet is declared “sleeper” under the “Sleeper’ Rule, the same card is not qualified to form or win that same moving pattern in other way(s).
2. **Multifaceted Sheet.** Bingo cards may be in sets of one or more faces depending on the cut in a mastersheet of pre-printed bingo cards. Each face has an individual serial number and production serial number, which are the basic elements of a bingo card. Once a particular face of a multifaceted sheet is declared “sleeper”, under the “Sleeper Rule”, remaining faces of the same sheet can still qualify to form or win that same moving pattern. Once a card or a face of a multifaceted sheet is declared as “sleeper”, under the “Sleeper Rule”, the same shall be marked “cancelled” to invalidate it.
3. **Multiple Patterns.** Different patterns are formed in a single game. 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 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



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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.

- (i) A possible winning card must be shown on the TV monitors with the use of a document camera during verification. Once it is declared a “Good Bingo”, the winner must be paid the corresponding prize. The Licensee commits to award the approved prize as announced or as indicated in the bingo program.
- (j) In case of two or more winners, the prize/s shall be divided as follows:
 - 1. Cash prize/s shall be divided equally among the winners.
 - 2. In the case of non-cash prizes, the value of these prizes shall be declared and properly disseminated to inform all concerned.
 - (i) In case of multiple winners, the following options should be available:
 - 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; or
 - Winners shall be awarded the non-cash prize and/or receive their equal share of prize based on the declared value of the item.

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- (ii) For this purpose, the Licensee must be required to submit the sales invoice and official receipt as proof of purchase of the prize showing its true value/amount. (In the event that no purchase of the item has been made, the cash equivalent must be awarded to the winners equally). Should the Licensee fail to present any proof of purchase for said non-cash prizes, the prize based on the fair market value of the item or similar item must be paid in cash and divided equally among the winners.
- (k) Once the game is officially closed, no other winner/s shall be considered. The players are then advised to discard their cards.
- (l) Carbonized Duplicated Card.
1. A carbonized duplicated card is a two-part carbonized type of card where all 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 are serially printed.
 2. Before the start of the game, the series numbers, 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 a valid card for the particular game. In case of 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



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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 the 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 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) In case of dispute or discrepancy, the venue management shall have the final decision upon proper consultation with the PAGCOR Monitoring Team in a manner deemed fairest to all concerned, and that the decision shall be binding to all players.

BINGO HOUSE RULES

- (a) All persons allowed entry inside the bingo hall shall be obliged to observe all the rules and regulations prescribed by the management.
- (b) No person below twenty-one (21) years of age or student in uniform is allowed entry to the bingo hall, except when accompanied by a parent or guardian. Neither shall they be allowed to purchase bingo cards, play, and claim a prize.
- (c) Persons under the influence of liquor or with infectious/transmittable diseases are not allowed to enter the bingo hall.



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- (d) Bringing of firearms and other deadly weapons inside the bingo hall is not allowed.
- (e) Management has the right to deny entry of banned personality/ies.
- (f) Bringing or serving drinks in glass containers inside the bingo hall is not allowed.
- (g) Players are advised to observe the designated smoking and non-smoking areas inside the bingo hall.
- (h) 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.
- (i) No refunds on unused cards shall be allowed except when the game is cancelled due to unavoidable/justifiable circumstances as determined by the venue management upon proper consultation with the PAGCOR Monitoring Team.
- (j) Silence must be observed while the game is in progress in order not to distract others in their playing of bingo.
- (k) Game programs are subject to change without prior notice. However, all programs are approved by PAGCOR prior to implementation.
- (l) No employee of the Licensee, their affiliates, distributors, advertising and other promotion agencies, companies involved in the operation of the bingo venues shall be allowed to join in the bingo games and other related bingo games operated by their company and affiliates, whether in person or through another person in his/her behalf, or on behalf of others.

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PART II BINGO GAMES VIA CLOSED CIRCUIT TELEVISION (CCTV) AND COMPUTER LINKS

The following procedural guidelines shall govern the conduct and operation of the Bingo games via Closed Circuit Television (CCTV) and computer links, commonly known as Bingo Link, to ensure integrity and fairness thereof:

Section 1. Equipment for the Bingo Games via Closed Circuit Television (CCTV) and Computer Links

- (a) Videoconferencing equipment. The videoconferencing equipment establishes video linkage of the other remote sites to the host site, where the core activity of drawing is held.
- (b) Audio/Video Equipment. The audio/video equipment establishes the audio linkage of other remote sites to the host site.
- (c) The Back-up System. The telephone back-up system provides the required link-up among the various sites. It also serves as a back-up audio channel via the telephone network in the event that the videoconferencing/audio equipment fails.
- (d) Main Control Center (MCC). The Main Control Center serves as the technical control site for the entire link system. The MCC provides the grouping of clusters, facilitates inclusion of new linked sites, monitors the progress of games for synchronization and faster response if link system fails.

Section 2. Gaming Parameters for Bingo Games via Closed Circuit Television (CCTV) and Computer Links

General Bingo Link Rules shall apply to the conduct and operation of bingo games via Closed Circuit Television (CCTV) and computer links or link games:

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- (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 the 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 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.

- (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

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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 under Section 3 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.
- (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.
- (h) 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

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validation prior to declaration of “Good Bingo”/winners. Host site callers 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 the case of multiple winners, the following options shall be available to the winners:

(i) Winners may agree on how the prize should be divided either by throwing of dice, drawing of lots, or purchasing of the prize by one of the multiple winners and the final winner will be awarded the said prize.

(ii) Winners shall receive their equal share of the prize based on the declared value of the item.

(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 Licensee shall have the final decision upon proper consultation with the PAGCOR Monitoring Team.

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Section 3. 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 the video link system:

- (a) In the event of a technical breakdown during the bingo link games via Closed Circuit Television (CCTV) and computer links resulting in the failure of the 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 Closed Circuit Television (CCTV) and computer links resulting in the failure of the 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, the 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 of the link games. All balls

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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 as the 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 4. Tickets Allocation and Sales

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

- (a) Ticket Allocation. Each site shall be assigned a particular color of tickets in order to determine ticket source and accounting of

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tickets issuance and sales if players choose to play in other venues cluster-wide or metro-wide.

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

B. SPORTS BETTING

Section 1. Manner of Operation

- (a) The Licensee may operate Sports Betting within the confines of the casino gaming area. The Licensee's types of games, the kind of betting formats, the size of wagers and the rules of play for each game offering shall be subject to PAGCOR's approval and shall be thereafter attached as appendices to the Implementing Rules and Regulations. Any additional sports betting game to be introduced by the Licensee over and above of what has been approved by PAGCOR shall require the prior evaluation and express written approval of the latter prior to implementation.
- (b) The Licensee shall set-up and operate a number of sports betting POS throughout the licensed casino, subject to PAGCOR's evaluation and written approval prior to implementation.
- (c) All wagering, financial and administrative software to be implemented in connection with the Licensee's Sports Betting offering, which must be supported by a certification from an ITL duly recognized by PAGCOR for submission to GLDD, shall be subject to PAGCOR's evaluation and approval. Testing and

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inspection of the wagering system shall be conducted by PAGCOR prior to implementation.

- (d) PAGCOR shall not be liable for the payment of winnings to players. This clause must be clearly and prominently displayed on all sports betting POS.
- (e) All marketing and promotional activities and collaterals related to the Licensee's sports betting offering shall be done in consultation with PAGCOR by submitting a duly accomplished Marketing Promotions Form (Form 33) at least five (5) business days before the implementation date.

Section 2. Undertakings of the Licensee

The Licensee undertakes to:

- (a) Provide all wagering, financial and administrative software including but not limited to, the proprietary Sports Betting game content and software subject to PAGCOR's evaluation and approval, and further test the integrity and security of the same. The Licensee shall ensure the efficiency of all wagering, financial and administrative software at all times, free of glitches or errors. Any losses and/or damages resulting therefrom shall be shouldered by the Licensee.

Emergency Software Patch due to Software Bug or Critical Updates

1. Given the situation that the CMS failed under critical system failure and required an emergency software patch to put the system back online, the Licensee shall notify the PMT immediately.



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2. The Licensee shall submit reports to the GLDD and PMT outlining the incident and the rectification steps taken.
 3. The Licensee shall facilitate GLDD and PMT in testing the modified or "patched" system.
- (b) Design, develop, test, implement and monitor the integrity and security of the computer and network systems for the Sports Betting offering.
 - (c) Provide all hardware equipment to be utilized in the Sports Betting operations all of which shall be subject to PAGCOR's evaluation and approval. The Licensee shall not install, modify, decommission, remove, or destroy any such equipment without written authority from PAGCOR.
 - (d) Assume responsibility for all aspects of its Sports Betting operation including advertising and promotions.
 - (e) Assume all betting risks and undertake the payment of all payouts.
 - (f) Provide PAGCOR with the necessary equipment such as, but not limited to, monitoring tools/systems and connectivity acceptable and at no cost to PAGCOR for the purpose of allowing PAGCOR to log, search and generate various reports and monitor all Sports Betting transactions.
 - (g) Install an offsite back-up database server at a location not within the same power grid line as its main database server; subject to PAGCOR's approval, to ensure additional security and data integrity in the event of catastrophic or force majeure occurrences.
 - (h) Update and improve the hardware and software components of the Sports Betting system from time to time as the need of

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PAGCOR arises to keep at par with the gaming industry.

- (i) Conduct preventive maintenance on the hardware equipment, software system, communication system and its adjuncts.
- (j) Submit to PAGCOR all required reports in accordance with the schedule of submission and format specified by PAGCOR.
- (k) Be solely responsible for any action or suit brought about by any third party for violation of such party's intellectual property rights.
- (l) Hold PAGCOR free and harmless from any claim, damage, or liability which may arise from any cause in connection with any agreement, dealings, or transactions (including financial or currency arrangements) which the Licensee may have with its players. The Licensee warrants to hold PAGCOR free and harmless from any claim and/or liability from any tax obligation which may be imposed by any taxing authority on the fees or earnings which the Licensee may derive from its operations.

Section 3. License Fees

- (a) The Licensee shall remit to PAGCOR on a monthly basis an amount equivalent to a percentage of Gross Bets as License Fee from Sports Betting operations.
- (b) The License Fee shall be subject to review and, based on such evaluation, may be increased by PAGCOR as deemed necessary. The determination by PAGCOR of the appropriate License Fee shall be final.
- (c) The License Fee shall be remitted by the Licensee automatically and without need of demand from PAGCOR when it falls due.

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Section 4. PAGCOR Monitoring Team

- (a) The PAGCOR Monitoring Team shall be given access to the Licensee's server, database and other such areas/aspects as may be required by PAGCOR from time to time, for the purpose of ensuring compliance by the Licensee of the terms and conditions of this IRR. For this purpose, the Licensee shall make available to the monitoring team and at no cost to PAGCOR the following:
1. records of gaming transactions;
 2. financial and accounting records; and,
 3. all other records and/or reports as may be required by PAGCOR.
- (b) Failure of Licensee to provide PAGCOR full access to its server, database and other such areas/aspects as may be required by PAGCOR from time to time as well as records required by PAGCOR as mentioned in items (a) to (c) above, shall constitute a material default, which default may be a ground for suspension or revocation/termination of this authority to operate Sports Betting.

Section 5. Warranty

The Licensee shall hold PAGCOR harmless from all claims, accounts, demands, or actions arising out of accidents, injuries, and damages whether to property or to persons, caused by Licensee's Sports Betting operations, its systems, facilities and equipment.

Section 6. Revocation/Termination

- (a) The authority granted by PAGCOR to offer Sports Betting is a

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mere privilege and not a right and may be revoked or suspended at any time at the sole option of PAGCOR by giving written notice to the Licensee of such revocation or suspension stating therein the reason(s) for such revocation or suspension.

- (b) Upon the revocation of the authority to offer Sports Betting, the authority granted to the Licensee shall thereupon cease and become of no further force and effect, without prejudice to the settlement by the Licensee of any of its liabilities to PAGCOR or to any third party as of such date of revocation.

REGULATION 30

CRUISE SHIP CASINO

Section 1. Prohibition on Operating a Casino

- (a) The operation of a casino on a cruise ship while in Philippine territorial waters is prohibited and subject to (b) and (d) in this Section 2.
- (b) Onboard casino operations shall cease at least one (1) hour prior to arrival at the Pilot Station or port limit.
- (c) The procedures involved during cessation of casino operations shall have recorded surveillance coverage.

For gaming table operations:

1. Inventory of Table Capital
2. Locking of the Capital Box
3. Securing of Gaming Paraphernalia

For EGM operations:

1. Turnover meter reading

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2. Drop procedures
3. Machine Shutdown / Power Off

(d) For cruise ships departing from a Philippine port and bound for a foreign port, onboard casino operations shall only be allowed to commence at least one (1) hour after departure from the Pilot Station or port limit.

Section 2. Ship Arrival Notification

At least one business (1) day prior to the ship's intended arrival date at the Philippine port, the cruise line shall submit to PAGCOR a Cruise Ship Arrival Notification Form (Form No. 64) containing the following information:

1. Name of Cruise Ship
2. Port of Origin
3. Port of Destination
4. Philippine port to call on / berth
5. Estimated Date and Time of Arrival at the Philippine port
6. Estimated Date and Time of Departure from the Philippine port
7. Number of gaming tables onboard
8. Number of EGMs onboard
9. Artwork copies of the following gaming paraphernalia used in the onboard casino:
 - (i) Playing cards
 - (ii) Gaming Tokens, Chips and Plaques

Section 3. Casino Closing Data / Information

Upon cessation of operations of the onboard casino prior to berthing, the following data shall be recorded:

- (a) Expected time of berth in the Philippine port

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(b) Time of cessation of operations

(c) For gaming tables

Table number

(d) For Electronic Gaming Machines (EGM)

1. EGM Brand
2. EGM Serial Number
3. Game theme
4. Turnover meter reading

Section 4. Onboard Inspection

- (a) PAGCOR reserves the right to inspect the onboard casino upon berthing at a Philippine port.
- (b) In case of an inspection, the cruise line shall allow the PAGCOR inspection team to board the cruise ship and examine the casino.
- (c) The inspection team shall verify the information contained in the submitted Form No. 64 as part of the inspection process.
- (d) The cruise line shall grant the inspection team access to the casino surveillance system for the purposes of verifying the time the casino ceased operations prior to berthing.

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ANNEXES

ANNEX A

List of Independent Testing Laboratories duly recognized by PAGCOR

1. Gaming Laboratories International
2. BMM Compliance
3. Slovenian Institute of Quality and Metrology (SIQ)
4. QA Lab
5. Technical Systems Testing (TST)
6. NMi Metrology & Gaming Ltd.
7. Quinel M Limited

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ANNEX B

Revised CRM Forms

Name of Form	Form No.
Casino Layout Plan Form	1
Installation and/or Operation of Gaming Tables NotificationForm	2
Movement of Gaming Tables Notification Form	3
Gaming Table Re-designation Notification Form	4
Video Streaming Notification Form	4A
New Game Request and Approval Form	5
Table Game Revision Request and Approval Form	5A
Request for Approval of Gaming Table Layout	6
Table Games Progressive Wagering Request and Approval Form	8
Regular Baccarat Tournament Form	9
Game Parameter Settings Notification Form	10
Electronic Gaming Machines Game Conversion Notification Form	11
Electronic Gaming Machine Game Conversion Notification Form (For Server Supported EGMs)	11A
Movement of Electronic Gaming Machines Notification Form	12
Installation and/or Operation of Electronic Gaming Machines Notification Form	13
Change in Surveillance Plan Notification Form	14
Gaming Chips and Plaques Request and Approval Form	15
Playing Cards Request and Approval Form	16
Local Purchase Clearance Request and Approval Form	18
Transfer of Gaming Equipment and Paraphernalia Notification Form	19
Pull-Out and Transfer Clearance Request and Approval Form (Licensee to licensee)	20
Pull-Out and Transfer to Supplier of Gaming Equipment Notification Form	21
Ship-Out Clearance Request and Approval Form	22
Permanent Decommissioning of Electronic Gaming Machines Notification Form	23
Destruction of Used Playing Cards Notification Form	29
Destruction of Discontinued or Counterfeit Gaming Chips/Plaques and Other Gaming Paraphernalia Notification Form	31
Marketing Promotions Request and Approval Form	33
Third-Party Junket Operators Notification Form	34
Junket Runner Clearance Request and Approval Form	35
Notification For Photograph and/or Video Coverage Form	36
Electronic Gaming Machine Modification Notification Form	37
Promotional Baccarat Tournament Form	39
Poker Tournament Form	51
Poker Buy-in Limits and Minimum Rake Notification Form	52
Electronic Gaming Machines Tournament Form	57
Table Limits Request and Approval Form	62
Electronic Gaming Machine Shutdown Notification Form	66
Game Library Notification Form	67
Cessation of Progressive Jackpot Notification Form	68
Transfer of Jackpot Increment Notification Form	69