

Sec. 12-865-30. Consumer Disclosure

(a) Online gaming operators shall disclose to consumers their license information on the footer of the online gaming operator's home landing webpage and on any webpages through which patrons located in the state may place a wager or enter a fantasy contest, and where general contact information is posted in the mobile application. The online operator shall disclose this information in the following format: (Online gaming operator's name) is licensed in the State of Connecticut - License (#####).

(b) All terms and conditions for internet gaming accounts shall be accessible through a link on the footer on any webpages through which patrons located in the state may place a wager or enter a fantasy contest and where general contact information is posted in the mobile application. Additionally, they shall be included as an appendix to the internal controls of the licensee. Terms and conditions for internet gaming accounts shall address all aspects of the operation, including the following:

(1) Name of the party or parties with whom the patron is entering into a contractual relationship, including any licensee;

(2) Patron's consent to have the licensee confirm the patron's age and identity;

(3) Rules and obligations applicable to the patron other than rules of the game including, but not limited to:

(A) Prohibition from allowing any other individual to access or use the patron's internet gaming account;

(B) Prohibition from engaging in gaming activity, unless the patron is physically present in Connecticut;

(C) A patron may only place a wager on internet games authorized by the act while physically in the state;

(D) Consent to the monitoring and recording by the online gaming operator or the department of any wagering communications and geographic location information;

(E) Consent to the jurisdiction of the State of Connecticut to resolve any disputes arising out of internet gaming other than fantasy contests; and

(F) Prohibition against utilizing automated computerized software or other equivalent mechanism, such as a "bot," to engage in play.

(4) Full explanation of all fees and charges imposed upon a patron related to gaming transactions;

(5) Availability of account statements detailing internet gaming account activity;

(6) Privacy policies, including information access;

(7) Legal age policy, including a statement that it is a criminal offense to allow an individual who is under the permitted minimum age to participate in internet games;

(8) Notification that if the patron's internet gaming account remains dormant according to the Connecticut General Statutes and sections 12-865-1 to 12-865-34, inclusive, of the Regulations of Connecticut State Agencies, any funds remaining on deposit shall be forfeited and remaining funds shall be remitted pursuant to the state's unclaimed property requirements;

(9) Patron's right to set responsible gaming limits and to self-exclude;

(10) Patron's right to suspend the patron's internet gaming account for a period of no less than seventy-two hours;

(11) Actions that will be taken in the event a patron becomes disconnected from the electronic wagering platform during game play;

(12) Notice of when a wager may be voided;

(13) Estimated time period for withdrawal of funds from an internet gaming account; and

(14) Process for a patron to file a complaint with the licensee and subsequently file with the department an unresolved complaint after all reasonable means to resolve the complaint with the gaming entity licensee have been exhausted.

(c) Terms and conditions that require acceptance prior to establishing an internet gaming account shall not include a general consent by a patron for the online gaming operator to utilize the patron's name, voice, photograph or likeness. Consent to use a patron's name, voice, photograph or likeness shall be accepted or denied by the patron in a manner distinct from the terms and conditions that provides the patron the opportunity to decline the patron's consent to such use. A patron shall not be denied the ability to wager or enter a fantasy contest solely based on a denial of consent to use the patron's name, voice, photograph or likeness. If a patron consents to the use of the patron's name, voice, photograph or likeness, the patron shall be provided an opportunity to revoke such consent at a later date by a clear process set forth in the terms and conditions by the online gaming operator.

(d) Licensees shall display the information in this subsection on an easily accessible patron protection page which shall be accessible to a patron during a patron session. The patron protection page shall contain, at a minimum, the following:

(1) A prominent message, which states "If you or someone you know has a gambling problem and wants help, call 1-888-789-7777 or visit ccpg.org/chat," or the equivalent of such message in a language other than English;

(2) Direct links to the Department of Mental Health and Addiction Services problem gambling website, the state's voluntary self-exclusion list, and the Connecticut Council on Problem Gambling website; and

(3) A clear statement of the online gaming operator's policy and commitment to responsible gaming;

(4) Information regarding the following subjects, or a direct link to information regarding the following subjects, if available, from an organization based in the United States dedicated to helping people with potential gambling problems:

(A) Practical tips to stay within safe limits;

(B) Myths associated with gambling;

(C) Information regarding the risks associated with gambling; and

(D) The potential signs of a gambling problem;

(5) Rules governing self-imposed responsible gaming limits;

(6) Method for changing or retrieving a password or other approved access security feature;

(7) Notification that the patron is required to utilize strong authentication log in protection;

(8) Method for obtaining a copy of the terms and conditions agreed to when establishing an internet gaming account;

(9) Method for the patron to obtain account and game history from the licensee;

(10) Notification that underage gambling is a criminal offense and that anyone who facilitates someone under the minimum permitted age to gamble has committed a criminal offense and shall be prohibited from gaming;

(11) Notification that the patron is responsible for configuring his or her patron device's auto-lock feature to protect the patron device from unauthorized use;

(12) Notification that a patron is prohibited from allowing any other individual to access or use the patron's internet gaming account; and

(13) Notification of federal prohibitions and restrictions regarding internet gaming, except fantasy contests, specifically, any limitations upon internet gaming as set forth in the federal Interstate Wire Act of 1961, 18 USC 1081 et seq., and the federal Unlawful Internet Gambling Enforcement Act, 31 USC 5361 et seq. The notice shall explicitly state that it is a Federal offense for individuals physically located outside of Connecticut to engage in internet gaming through a Connecticut gaming platform, unless explicitly authorized by the department.

(e) Whenever the terms and conditions that apply to an internet gaming account are changed, the gaming entity licensee shall require a patron to acknowledge acceptance of such change. Unless otherwise authorized by the department, the patron's acknowledgement shall be date and time stamped by the electronic wagering platform, as applicable.

(Effective February 1, 2022)