

24 NCAC 06A .0713 RESPONSIBLE GAMING LIMITS

(a) An Operator shall allow a Registered Player to limit the amount of player funds that may be deposited into a Wagering Account and spent through such Account.

- (1) A deposit limit shall be offered on a daily, weekly, and monthly basis and shall specify the maximum amount of player funds a Registered Player may deposit into their Wagering Account during a particular period.
- (2) A Wager limit shall be offered on a daily, weekly, and monthly basis and shall specify the maximum amount of player funds that may be put at risk during a particular period.

(b) Decreases to these limits shall become effective immediately upon being authorized by the Player or at the point in time that was clearly stated to the Registered Player. Increases to these limits shall become effective only after the expiration of the Player's previously authorized time period limit.

(c) An Operator shall allow a Registered Player to block themselves from wagering on the Operator's platform for a period not less than 72 hours and up to a permanent exclusion, as chosen by the Registered Player. For purposes of this Rule, "block" means to prevent a Registered Player from accessing the Operator's platform to place a wager or make a deposit. The Operator shall, at minimum, undertake commercially reasonable efforts to:

- (1) prevent Individuals blocked from the Operator's platform from opening a new wagering account or from entering any of the Operator's Wagering Facilities;
- (2) refund any remaining Account balances upon request of the Individual blocked from the Operator's platform, provided the Operator acknowledges that the funds have cleared;
- (3) ensure that it and its affiliates or agents do not transmit to Individuals blocked from the Operator's platform targeted or personalized mailings, Advertisements, marketing materials, promotions, Player club materials, reward materials, or other promotional materials or incentives related to Wagering via any channel, including, but not limited to U.S. Mail, email, text message, push notification, social media messaging, or phone. For purposes of this Subparagraph, "targeted" means that materials or messages are sent directly to a blocked Individual at an address, email address, telephone number, or other contact associated with the Individual; and
- (4) if a Player has pending Wagers prior to being blocked, handle these Wagers in accordance with the Operator's terms and conditions.

(d) If an Operator restricts or suspends a Registered Player's account due to responsible gaming concerns, as determined by the Operator, and without the Registered Player's express request to be excluded or blocked, the Operator shall undertake commercially reasonable efforts to comply with the requirements under Paragraph (c) of this Rule.

*History Note: Authority G.S. 18C-114(a)(14);
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