

**DIRECTOR OF THE GAMING CONTROL AUTHORITY
UNDER THE MINISTRY OF FINANCE OF THE REPUBLIC OF LITHUANIA**

**ORDER
ON APPROVING THE RULES FOR RESPONSIBLE GAMING
ORGANISATION**

No of 2025

Vilnius

In accordance with Article 10¹(2) and Article 10⁴(1) of the Gaming Law of the Republic of Lithuania (as amended by the Law No. XIV-3080 of 7 November 2024):

1. I hereby approve the Rules for the responsible gaming organisation (attached).
2. I hereby determine that this Order shall enter into force on 1 November 2025.

Director

APPROVED by
the Order No. DIE of 2025 of the
Director of the Gaming Control Authority under
the Ministry of Finance of the Republic of
Lithuania

RULES FOR THE RESPONSIBLE GAMING ORGANISATION

CHAPTER I GENERAL PROVISIONS

1. The Rules for the responsible gaming organisation (hereinafter referred to as the ‘Rules’) establish the procedure of measures for the responsible gaming organisation, control of the amount and timing of gaming, monitoring of players’ behaviour, assessment of the risk of problem gaming, warning notes, and information to players about the potential harm caused by gaming, as well as procedure of content, form and presentation, training requirements for the staff of the gaming organiser to organise responsible gaming.

2. The Rules have been drawn up in accordance with the Gaming Law of the Republic of Lithuania (hereinafter ‘the Gaming Law’).

3. The Rules shall apply to companies holding licences and authorisations for the organisation of games of chance granting the right to conduct gaming activities in the Republic of Lithuania (hereinafter referred to as “companies”).

4. Terms used in these regulations:

4.1. **Gaming habits** – the player’s patterns of behaviour, describing how often, for how long, what amounts, and what type of gaming the player chooses.

4.2. **Risk group player** – a person with an increased risk of developing problem gaming behaviour, who engages in gaming on a regular basis and assumes more risks, however, gaming does not have a significant impact on the player’s daily life.

4.3. **Problem player** – a person who games with a reduced or lost ability to control the start, end, or intensity of gaming, and who continues to gamble despite harmful consequences for his or her physical and mental health, social and financial situation, or the interests of others.

4.4. **Compulsive player** – a person for whom gaming has become an addiction, resulting in functional impairment in various spheres of life.

4.5. **Recreational player** – a person who perceives gaming as a leisure activity rather than a means of earning money, who gambles occasionally without attempting to gamble regularly or intensively, and who can easily stop and not continue to gamble, and whose gaming does not interfere with daily activities, relationships with others, or financial situation.

5. Other terms used in the Rules shall be understood as defined in the Gaming Law.

CHAPTER II REQUIREMENTS FOR CONTROL SYSTEMS FOR ENSURING RESPONSIBLE GAMING

6. The company must ensure that the control system for ensuring responsible gaming includes a mechanism for monitoring the behaviour of players, determination, evaluation, and management of gaming habits, which operates regularly in accordance with the Gaming Law and the Rules. The responsible gaming assurance control system must include:

6.1. responsible gaming policy and the internal rules of implementation, procedures for the application of responsible gaming organisation measures (hereinafter referred to as ‘procedures’), which shall include:

6.1.1. the general measures for the responsible gaming organisation, i.e. measures applied by the company to all its customers to reduce the risk of problem gaming, as set out in points 1-3 of the Article 10⁴ of the Gaming Law, and the procedures and control procedures for their application;

6.1.2. the individual measures for the responsible gaming organisation directed at a specific player or group of players, as set out in points 5-6 of the Article 10⁴ of the Gaming Law, taking into account the results of the monitoring of problem gaming;

6.1.3. the indicators for identifying problem gaming, the identification criteria, and the procedure for assessing the risk of problem gaming;

6.1.4. procedures for conduct and communication with players whose gaming exhibits characteristics of problem gaming;

6.1.5. the procedure for compilation and storage of the register of problem gaming;

6.1.6. procedures for recording on the platform the results of the analysis of the control system for ensuring responsible gaming referred to in Article 16(9)(8) of the Gaming Law;

6.1.7. in accordance with Article 10⁴ of the Gaming Law, the roles and responsibilities of the persons appointed pursuant to points 5 and 6 of Article 6, who are responsible for identifying problem gaming in gaming venues and/or remote gaming services, assigning players to the appropriate category and a high degree of risk of problem gaming (hereinafter referred to as ‘staff performing the assessment of players’). The competence of the specified staff members must be commensurate with their job functions, and their responsibilities, functions, and their allocation of duties must be clearly defined;

6.1.8. the procedure for organising the process of training for staff whose work functions are related to the servicing of players and the responsible gaming organisation (hereinafter referred to as the ‘responsible staff’) and for the staff performing the assessment of players, which must set out:

6.1.8.1. adaptation of the training content for the different staff of the company, taking into account the functions they perform, the procedure and deadlines for reviewing the training content;

6.1.8.2. periodicity of organisation of training, control of the organisation of training and knowledge verification;

6.1.8.3. data storage (recording of the staff who participated in the training, the results of their knowledge assessment, the content of the training materials, etc.) The company must retain data on the organised training and the staff who participated in it, the results of the knowledge assessment, the content of the training materials, etc., for at least five years from the end of the training.

7. The effectiveness of the elements of the control system for ensuring responsible gaming, preventive measures, and their application must be assessed at least once a year.

8. The periodic assessment of the control system for ensuring responsible gaming assurance may be carried out through internal or external audits. The results of the assessment must be communicated to the management body of the company, which is responsible for establishing measures to eliminate the identified shortcomings and manage (reduce) the risks, and for monitoring the implementation thereof.

9. The control system for ensuring responsible gaming must be aligned with the company’s internal control procedures for the prevention of money laundering and terrorist financing.

10. Responsible gaming policies and procedures may be described in one or more documents.

CHAPTER III ORGANISATION OF EMPLOYEE TRAINING

11. The company must ensure that the responsible staff and the staff performing the assessment of players possess appropriate qualifications and necessary knowledge in the field of

responsible gaming to perform their work functions (duties), as well as to ensure continuous updating and improvement of knowledge and competence of the staff. The company shall, at least once a year, organise training on responsible gaming organisation for the responsible staff and the staff performing the assessment of players, as well as ensure continuous provision of information to the staff about changes in responsible gaming policies and procedures.

12. The company shall ensure that newly recruited staff referred to in sub-paragraphs 6.1.7 and 6.1.8 of the Rules start their work only after having attended trainings on responsible gaming organisation. Methods of training and information are chosen taking into account specifics of the company's activities.

13. Training programme for staff performing the assessment of players must include the following topics:

- 13.1. myths and facts about gaming;
- 13.2. indicators of problem gaming;
- 13.3. behaviour of a problem player;
- 13.4. company's policy of responsible gaming;
- 13.5. measures for responsible gaming organisation and their application;
- 13.6. possibilities for assistance for problem players.

CHAPTER IV

RULES FOR MONITORING AND EVALUATING THE PLAYERS' BEHAVIOUR

14. The company must monitor the player's behaviour, evaluate his or her gaming habits, and use results of the monitoring for the risk assessment of the player and the application of responsible gaming organisation measures.

15. In order to carry out proper monitoring of player behaviour and risk assessment, players must be divided into different categories. These categories may be based, for example, on the characteristics set out in points 4.2 to 4.5 of the Rules, ensuring that the applicable category system takes into account the individual situation of the player.

16. The company may assess the player's behaviour and gaming habits using specialized software or by conducting a continuous review and analysis of the player's gaming history. A combination of several different analysis methods or algorithms can also be used to effectively detect possible signs of problem gaming.

17. The measures chosen to assess the behaviour of players must make it possible to identify players whose gaming habits correspond to the characteristics of problem gaming.

CHAPTER V

LIST OF CRITERIA FOR RECOGNISING PROBLEM GAMING

18. The criteria for recognising problem gaming criteria are designed to identify players at risk of gaming addiction. These criteria relate to players' habits, financial indicators, and psychological factors. The main criteria describing the high degree of risk of problem gaming, which the company must detail in the responsible gaming assurance control system, and use in its activities:

- 18.1. gaming continues and money transfers to the player's gaming account are made immediately after losing bets to continue gaming;
- 18.2. increase in the time spent on gaming;
- 18.3. increase in the amounts of money deposited into the gaming account;
- 18.4. gaming during night hours (time from 10 p.m. to 6 a.m.);

18.5. number of bets per login to the gaming account;

18.6. increase of bet sizes – from small (1-5 EUR) to large bets in a short period of time, signs of attempts to recoup losses are observed;

18.7. transfers of various amounts to the player's gaming account – 1,020 transfers per week or more than 50 transfers per month, making transfers every dozen minutes or every few hours, especially during gaming;

18.8. increased frequency of changing the set limits for topping up the gaming account, the size of the bet, or the time limit for one login to the gaming account.

19. Companies must compare player's behaviour with that of other players, e.g., if the player plays five times more often than the average player. The company may also use other criteria specified in responsible gaming policies and procedures that describe, quantitatively and qualitatively, risky gaming habits.

CHAPTER VI

CONTENTS OF WARNING LABELS AND THEIR PRESENTATION LOCATION

20. The warning label 'No persons with weapons may enter casinos' must be displayed:

20.1. at the entrance of the gaming house (casino) premises;

20.2. at the place of registration of the customer entering the casino.

21. The warning 'Only for persons over 21 years of age' must appear at the top of the websites and mobile applications of companies organising remote gaming.

22. The warning label 'No entry is permitted to persons under 21 years of age and to those who have not submitted an identity document' and 'No gaming is permitted to persons who have restricted their ability to gamble' must be displayed at the premises of casinos, gaming machines, bingo halls, betting and sweepstakes points, at the entrance.

23. Warning label 'Warning: irresponsible gaming can lead to gambling addiction' must be provided:

23.1. in the premises of casinos, gaming machine halls, and bingo halls at the cash register where money is exchanged for tokens and tokens for money;

23.2. in the premises of betting and totalisator locations, where the amounts wagered by players are accepted;

23.3. at the top of the websites and mobile applications of companies organising remote gaming;

23.4. at the moment of conclusion of the remote gaming agreement, in the remote gaming agreement.

24. The gaming company must additionally provide the warning label referred to in point 23 of these Rules at the place of its choice, in the gaming premises.

25. The warning label 'About problem gaming, ways of helping players, submission of a request to restrict gaming: nebenoriu-losti.lt,' with information about institutions providing assistance to problem players (names and contact details are indicated). Recommended form for notifying assistance to problem players:

'If you feel that gaming is becoming a problem, we suggest you to seek help from organisations/institutions, indicating the name and contact details of the entities providing assistance,' must be provided:

25.1. in the premises of casinos, gaming machine halls, and bingo halls at the cash register where money is exchanged for tokens and tokens for money;

25.2. in the premises of betting and totalisator locations, where the amounts wagered by players are accepted;

25.3. at the moment of conclusion of the remote gaming agreement, in the remote gaming agreement.

26. Active link to the website of the Supervisory Authority, nebenoriu-losti.lt, titled 'On the impact of gaming', which publishes information on ways and possibilities of obtaining aid for problem gaming, the impact of gaming on the player's health and living environment, public order, education, and culture, must be presented at the top of websites and mobile applications;

27. An active link to the Register of Persons Restricted from Participation in Gambling, entitled 'Submission of a request for restriction', must appear at the top of websites and mobile applications.

28. Warning inscriptions referred to in points 20-22 and 25-27 of the Rules must be:

28.1. provided in the official language of the Republic of Lithuania;

28.2. printed in bold;

28.3. presented to the player in a prominent place, in capital letters, clear and legible.

28.4. presented in the space allocated for the text, there shall be no other text or symbols besides the warning.

28.5. must not be concealed, damaged or distorted.

29. Points 20, 22 and 25 of the Rules specify that the warning notices in gaming premises must be presented on a white background in black or red letters, using Times New Roman or Arial font size 48.

30. The warning notices referred to in points 21, 23, 26, and 27 of the Rules are presented on the company's website and mobile application on a white background, in black or red letters, in Times New Roman or Arial font size 12 or larger.

31. The warning lettering referred in point 23 of the Rules shall appear on a white background in black or red letters in Times New Roman or Arial font size 60.

32. The company must publish educational material on gaming risks, signs of addiction, and ways to reduce risks in the responsible gaming section of its website or mobile application.

33. Players may be given the opportunity to voluntarily complete questionnaires to assess their gaming risk. It is also recommended to publish videos, guides, and interactive tools to help players recognize problem gaming.

CHAPTER VII SETTING LIMITS FOR GAMING ACCOUNT TOP-UPS

34. The company must ensure that the player sets the daily, weekly, and monthly limits on the amount of money to be added to the player's gaming account ('the top-up limit'.) The top-up of a player's gaming account must be understood as the deposit of a sum of money by the player from his or her payment account to their gaming account managed by the company.

35. The top-up limit must be based on data allowing proper identification of problem gaming cases and must not exceeding the amount indicated in the company's control system for ensuring responsible gaming.

36. The company must offer different limits on the amount of money to be topped-up in the player's gaming account (e.g. 1 euro, 5 euro, 10 euro, 20 euro, 50 euro, etc.), which the player must choose. If the player does not choose a top-up limit, the company is prohibited from selecting the amount.

37. Daily top-up limit is the maximum amount a player can deposit into his or her gaming account in one day. The daily period shall begin at 00:00 hours and end at 24:00 hours.

38. The company may increase the daily replenishment limit only 48 hours after receiving the player's request.

39. Weekly top-up limit is the maximum amount a player can deposit into his or her gaming account per week. The week period starts at 00:00 on Monday and ends at 24:00 on Sunday of that week.

40. The possibility to increase the weekly top-up limit should be granted no earlier than 48 hours after the player's request presented to the company. After this deadline, the company changes the weekly top-up limit and must ensure that the new weekly top-up limit enters into force at 0:00 a.m. on Monday of the following week.

41. Monthly replenishment limit is the maximum amount that a player can deposit into his or her gaming account during a calendar month. The monthly period shall begin at 0:00 on the first day of the month and end at 24:00 on the last calendar day of that month.

42. The possibility to increase the monthly top-up limit should be granted no earlier than 48 hours after the player's request to the company. After this deadline, the company changes the monthly replenishment limit and must ensure that the new monthly replenishment limit enters into force at 00:00 on the first day of the following month.

43. The daily, weekly and monthly top-up limit shall be reduced immediately, but no later than 15 minutes after receipt of the player's request.

44. The company informs the player about the applicable, amended daily, weekly, and monthly top-up limits and their effective dates in the gaming account.

CHAPTER VIII

DETERMINATION OF BETTING LIMITS

45. The company must ensure that the player sets a daily, weekly, and monthly limit on the amount of a bet (hereinafter referred to as 'the bet limit'). Setting a bet limit must be based on data allowing proper identification of problem gaming and not exceed the amount indicated in the company's control system for ensuring responsible gaming.

46. The company must offer different betting limits (e.g. 1 euro, 5 euro, 10 euro, 20 euro, 50 euro, etc.), which the player must choose. If the player does not choose a betting limit, the company is prohibited from selecting the amount.

47. The daily betting limit is the maximum amount for a single bet that a player can place in one day. The daily period starts at 00:00 and ends at 24:00 on the same day. The company may increase the daily bet limit only 48 hours after receiving the player's request.

48. Weekly betting limit is the maximum amount of a single bet that a player can place during the week while participating in gaming. The week period starts at 00:00 on Monday and ends at 24:00 on Sunday of that week.

49. The possibility to increase the weekly betting limit should be granted no earlier than 48 hours after the player's request to the company. After this deadline, the company changes the weekly betting limit and must ensure that the new weekly betting limit enters into force at 0.00 a.m. on Monday of the following week.

50. Monthly betting limit is the maximum amount of a single bet that a player can place per month while participating in gaming. The monthly period shall begin at 0:00 on the first day of the month and end at 24:00 on the last calendar day of that month.

51. The possibility to increase the monthly betting limit should be granted no earlier than 48 hours after the player's request to the company. After this deadline, the company changes the amount of the monthly bet and must ensure that the new monthly bet limit enters into force at 00:00 on the first day of the following month.

52. The daily, weekly, and monthly betting limit is reduced immediately, but no later than 15 minutes after receiving the player's request.

CHAPTER IX

DETERMINATION OF SINGLE LOGIN TIME TO THE GAMING ACCOUNT

53. The company must ensure that the player sets a time limit for a single login to their gaming account, upon the expiry of which the player's ability to participate in remote gaming is terminated. The time spent on a single login to a gaming account is the time spent playing or browsing the gaming account. It is calculated from the moment the player logs into the gaming account after entering the login details and continues until the player disconnects or is disconnected due to inactivity or after the company has applied responsible gaming measures.

54. The maximum time limit for a single login to a gaming account must be based on data allowing proper identification of problem gaming cases and must not exceed the time indicated in the company's control system for ensuring responsible gaming.

55. The company must offer different time limits for a single login to the gaming account (e.g. 30 minutes, 1 hour, 2 hours, etc.), which the player must select. If the player does not choose a time limit, the company is prohibited from selecting a time limit.

56. The option to increase the time limit for a single login to a gaming account should be granted no earlier than 48 hours after the last login to their gaming account.

57. The time for a single login to the gaming account shall be reduced immediately, but no later than 15 minutes after receipt of the player's request.

58. The gaming organiser's website and mobile application must have a clock that, during single login, constantly displays the time (hours, minutes and seconds) of a player's single login to his or her gaming account, represented as follows

'Duration of the gaming session: 00:00:00'.

59. The gaming organiser's website and mobile application must have a timer that shows the remaining time (hours, minutes, and seconds) for the entire duration of the login to the gaming account, represented as follows

'The remaining time: 00:00:00.'

The player must be informed about the end of the login time in a pop-up window that covers all or part of the website or mobile application content. The first notification could be made 15-20 minutes before the expiry of the time limit, and the second (last) message should be displayed 5 minutes before the expiry of the time limit. When the gaming time limit is reached, a pop-up window must be displayed notifying that the company will terminate the possibility to participate in the game and disconnect the player from the gaming account, e.g. 'The gaming time limit you set has been reached. You will be disconnected automatically.'

60. The company must ensure that it is not possible to remove or resize the clock and timer so that it is no longer visible. The contrast between the clock and timer digits and the background colour shall be ensured.

CHAPTER X

MONITORING OF THE GAMING PROCESS

61. During a player's login to his or her gaming account, the current balance of the gaming account, the amount won since the conclusion of the player's contract, and the amount lost in euro, including cents, should be constantly displayed in the upper corner of the screen. This information shall be displayed as follows:

61.1. 'Account balance 0 EUR, 0 ct' means the amount of money that a player has in his or her gaming account and can use for gaming

61.2 'Winnings: 0 EUR, 0 ct' means the amounts of money received in the games, not including the bets returned (cancelled) by the company;

61.3. 'Losses: 0 EUR, 0 ct' means the amount of money lost by the player while participating in games, including amounts wagered on bets for which the outcome (win or loss) is not yet known.

62. The balance of the player's gaming account, the amount won, and the amount lost must be updated after each bet, loss, top-up of the gaming account, money transfer to the payment account, transfer of the winnings, or cancellation of the bet.

63. The player should be able to save his or her entire gaming history and observe in the gaming account the top-up and betting limits applied in accordance with the procedure laid down in Chapters VII-IX of the Rules, the exact time of the entry into force of the amended limits, and the time limits for a single login to the gaming account. This information must be published in the main control panel of the gaming account under the name 'My Limits'. It is recommended to inform the player about the responsible gaming measures through short notices, e.g. 'Your weekly bet limit: 00 EUR. Reached: 00 EUR (50%)', 'Your gaming session limit: 0:00. Spent: 0 hours 0 minutes.'

CHAPTER XI GAMBLING SUSPENSION

64. Staff performing the assessment of players, having assessed the player's behaviour in accordance with the procedure laid down in point 6 of Article 10⁴ of the Gaming Law, shall, not later than within 30 minutes from the time of registration of the problem gaming fact on the platform, inform the player about his or her problem gaming, indicate the ways and possibilities to get assistance for problem gaming, and stop the gaming. In the gaming account, the notification addressed to the player shall state that:

64.1. the game is suspended for 48 hours, indicating that this action was taken because his or her game exhibits signs of problem gaming, the exact time of suspension from when (from -- hours -- minutes to -- hours -- minutes);

64.2. during this period, the player will not be able to log in to the player's gaming account;

64.3. the player may submit a request to the Register of Persons Restricted from Participation in Gambling to not allow gaming or to use other responsible gaming organisation measures established by the Gaming Law;

64.4. assistance to problem players is provided by the following institutions (indicate the name and contact details).

65. Recommended text for notifying the player of the suspension of gaming when providing remote gaming services:

'Hello, (Name of Player),

We have noticed that your gaming exhibits signs of problem gaming behaviour; therefore, in accordance with the Gaming Law, access to your gaming account is temporarily suspended to ensure your safety.

The suspension period will last for 48 hours, the exact period until when is specified.

You will not be able to log in to your account within the specified time period.

We would like to remind you that:

if you feel that gaming is becoming a problem for you, we suggest that you submit a request to prohibit gaming or contact support organisations (authorities) (a link to the Register of Persons Restricted from Participation in Gambling is provided, along with the name and contact details of the entities providing assistance).

It is important to gamble responsibly and not exceed your set gaming time, account deposit, or betting limits.

You can always take the opportunity to set lower betting, account top-ups, or time limits on your account.

If you have any questions or would like to discuss your gaming habits, do not hesitate to contact our customer service team.'

66. When providing gaming services in gaming venues, the staff performing the player's evaluation shall suspend the player's gaming no later than 30 minutes after the registration of the problem gaming fact in the problem gaming register.

67. Companies shall enter the following information in the Problem gaming register (hereinafter referred to as the "register"):

67.1. data about the player – name and surname, personal identification number (for foreigners – date of birth);

67.2. data on the gaming venue and address;

67.3. data on the registration of the problem gaming fact – the date and time of the registration of the fact, accurate to the minute;

67.4. data on problem gaming – the identified signs of problem gaming shall be indicated;

67.5. data on the company's employee who conducted the evaluation of the player – the employee's first name and surname.

68. The register shall be kept on an electronic storage medium. The register may be integrated into the databases held by the company, taking into account the specifics of the company's activities. Data shall be entered in the register in chronological order, based on the results of the monitoring of player's behaviour.

69. When the gaming is stopped, it is explained to the player in person during the conversation that this action was taken because the gaming meets the characteristics of problem gaming, and that during this period the player will not be allowed into any of the gaming venues owned by the company.

70. Upon the provision of information about the possibility to submit a request to the Register of Persons who have restricted their ability to gamble and information about institutions providing assistance to problem players (indicate the name and contact details), the player shall be escorted from the gaming venue.

CHAPTER XII FINAL PROVISIONS

71. Companies that have violated the requirements set forth in the Rules shall be held liable in accordance with the procedure established by the Law on Companies.
