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## The Swedish Gambling Authority's Code of Statutes

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# The Swedish Gambling Authority's regulations and general advice on responsible gambling;

**LIFS 2018:2**

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adopted on 25 July 2018.

The Swedish Gambling Authority prescribes<sup>1</sup> the following pursuant to Chapter 16, § 3, § 8, point 4, § 10, points 1-4, 7 and § 11, points 1-2 of the Gambling Ordinance (2018:1475) and hereby adopts the following general advice.

## Scope

**§1** These regulations and general advice apply to those that have a licence in accordance with the Gambling Act (2018:1138) and contain provisions regarding responsible gambling.

## Expressions used in the regulations

**§ 2** The terminology used in the regulations has the same meaning as in the Gambling Act (2018:1138) and the Gambling Ordinance (2018:1475).

## Exemption from the requirement of an action plan

**§3** Those holding a licence pursuant to Chapter 6, § 8 or Chapter 9, § 3 of the Gambling Act (2018:1138) are exempt from the requirement of establishing an action plan in accordance with Chapter 14, § 1 of the Gambling Act.

## Training

**§4** Training according to Chapter 14, § 14 of the Gambling Act (2018:1138) must at least include the following elements

1. relevant legislation,
2. characteristics and symptoms of gambling problems,
3. prevalence of gambling problems and gambling addiction in the population,
4. the relationship between gambling problems, gambling addiction and other addiction,
5. the importance of responsibility when designing games,
6. the effects of gambling problems and gambling addiction for players,

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<sup>1</sup> See Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September laying down a procedure for the provision of information in the field of technical regulations and of rules on Information Society services (codification).

relatives and society,

7. identification of vulnerable groups, and

8. the available forms of support and care for gambling problems and gambling addiction.

For employees working with duty of care, the content and frequency of the training is to be specifically adapted to the individuals' areas of responsibility.

The content of the training according to the first and second paragraphs is to be documented.

**§5** Training under § 4 is to be conducted within six months of commencement of the employment or assignment with or for the licence holder.

Information according to § 4, point 1 shall be provided in conjunction with the beginning of the employment or assignment.

Management and staff according to Chapter 14, § 14 of the Gambling Act (2018:1138) must undergo training at least every third year.

The licence holder shall keep a list of people who have completed the training and when this was undertaken.

**§6** Those who only have a licence in accordance with Chapter 6, § 8 or Chapter 9, § 3 do not need to fulfil the training requirement under Chapter 14, § 14 of the Gambling Act (2018:1138).

### **Protection of the players' money**

**§7** In conjunction with opening a player account, the customer must agree to the separate terms and conditions pertaining to the protection of the players' money in the event of the licence holder becoming insolvent.

#### *General advice:*

Agreeing to separate terms and conditions may, for example, be done through the player actively approving the new terms of use before logging in.

### **Limitations of deposits, losses and login time**

**§8** If the conditions for a licence holder to offer a player multiple player accounts are met, the limits specified by the player pursuant to Chapter 11, §§ 3 and 4 of the Gambling Ordinance (2018:1475) shall apply to all player accounts held by a player with the licence holder.

If the licence holder offers a player multiple player accounts, the licence holder must inform the player that the limits in the first paragraph relate to all the licence holder's gambling services and clarify which gambling services are encompassed by the licence holder's licence.

The player's deposits with the licence holder are to be shown as an accumulative amount on all separate player accounts of the player.

**§9** In the case of gambling with token gambling machines in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138) in locations other than at a casino and commercial online gambling in accordance with Chapter 7, the player is to be offered the possibility of limiting their login time per day, week and month.

If the conditions for a licence holder to offer a player multiple player accounts are met and the player chooses to limit the login time, this shall apply to all player accounts held by a player with the licence holder.

If the player wants to change a limit as per the first paragraph, the change shall apply immediately if it relates to a shortening of the login time, and if the change relates to an extension, no earlier than 72 hours from when the established time limit expires.

### **Self-assessment test**

**§10** A self-assessment test must be designed by an independent party.

A self-assessment test is to be based on current knowledge and research on problem gambling and also be the subject of regular follow-ups.

#### *General advice:*

A generally accepted self-test is that of the national gambling helpline, Stödlinjen, to which licence holders can link.

### **Information on winnings, losses and logged-in duration**

**§11** In the case of gambling with token gambling machines in locations other than at a casino in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138), the licence holder must ensure that a person cashing in a voucher is the same person indicated on the voucher.

**§12** In the case of gambling with token gambling machines in locations other than at a casino in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138), the player must receive regular, clear and varied notifications concerning winnings and losses and information on how long the player has been logging in.

The notifications under the first paragraph are to be shown as often and for as long as is required to counteract excessive gambling. The notification shall subsequently be acknowledged by the player, and the player shall be given the opportunity in connection with the acknowledgement to choose between ending or continuing their gambling.

**§13** In the case of online gambling in accordance with Chapters 7 and 8 of the Gambling Act (2018:1138), the player must receive regular, clear and varied notifications concerning winnings and losses and information on how long the player has been logged in.

The notifications under the first paragraph are to be shown as often and for as long as is required to counteract excessive gambling. The notification shall

subsequently be acknowledged by the player, and the player shall be given the opportunity in connection with the acknowledgement to choose between ending or continuing their gambling.

**§14** In the case of gambling with token gambling machines in locations other than at a casino in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138), the player shall, every time during login, receive clear information about the licence holder's responsible gambling measures, the player's own limitations according to Chapter 14, § 7 of the Gambling Act, and the player's accumulated losses for the past twelve months.

**§15** In the case of online gambling in accordance with Chapters 7 and 8 of the Gambling Act (2018:1138), the player shall, every time during login, receive clear information about the licence holder's responsible gambling measures, the player's own limitations according to Chapter 14, § 7 of the Gambling Act, and the player's accumulated losses for the past twelve months.

**§16** In the case of gambling with token gambling machines in locations other than at a casino in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138), there must be logotypes with links to self-assessments, restrictions (gambling budget), limitation of login time and exclusion from gambling. The logos are provided by the Swedish Gambling Authority and are to be pinned where they are clearly visible on the screens of the token gambling machines

**§17** In the case of online gambling in accordance with Chapters 6-8 of the Gambling Act (2018:1138), there must be logotypes with links to self-assessments, restrictions (gambling budget), limitation login time and exclusion from gambling. The logotypes are provided by the Swedish Gambling Authority and must be pinned at the top of all the licence holder's websites, mobile websites, applications and similar.

### **Stakes**

**§18** Stakes shall be given in SEK.

### **Designing games**

**§19** A game may not give the impression that the player's approach or choices have an impact on their probability of winning, if winning is exclusively down to chance.

**§20** If the licence holder offers options that impact the outcome of the game, a notification shall be displayed for the player for at least three seconds before an automatic choice is made.

## **Information to the Swedish Gambling Authority**

**§21** Those with a licence to provide gambling with token gambling machines in locations other than at a casino in accordance with Chapter 5, § 1, or a licence according to Chapters 7 and 8 of the Gambling Act (2018:1138), must, for the period 1 January until 30 June each year and 1 July until 31 December each year, report the following information to the Swedish Gambling Authority

1. the number of registered players,
2. the number of players that have participated in gambling for money,
3. the number of players that have lowered and increased their limit respectively, both in time and money,
4. the number of players that have reached their limit in time and money respectively,
5. the number of completed self-assessment tests,
6. the number of people that have contacted the licence holder regarding problem gambling,
7. the number of player accounts that have been closed by licence holder and player respectively,
8. the number of exclusions over 24 hours, for a limited period or indefinitely,
9. the number of players that have been contacted by the licence holder for suspected or identified problem gambling,
10. the number of those contacted players under 9 that have reduced their gambling and how much the gambling has decreased on average in per cent,
11. the number of those contacted players under 9 that have chosen to exclude themselves from gambling,
12. the percentage of the total net turnover that comes from 5 per cent of the players with the highest net turnover,
13. the net turnover, as an average and mean figure, for players specified in 12, and
14. the percentage of players that have been contacted by the licence holder and who are players specified in 12.

The information in the first paragraph, points 1, 2 and 8, is to be reported in categories divided by gender and age with the ranges 18-24 years old, 25-44 years old, 45-64 years old and >65 years old.

**§22** Those with a licence to provide gambling at a casino in accordance with Chapter 5, § 1 of the Gambling Act (2018:1138) must, for the period 1 January until 30 June each year and 1 July until 31 December each year, report the following information to the Swedish Gambling Authority

1. the number of unique visitors,
2. the number of exclusions, for a limited period or indefinitely,
3. the number of people with restrictions on visits,
4. the number of people that have contacted the licence holder regarding problem gambling,
5. the number of players that have been contacted by the licence holder

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for suspected or identified problem gambling, and

6.the number of those contacted players under 5 that have then chosen to exclude themselves from gambling.

The information in the first paragraph is to be reported in categories divided by gender and age with the ranges 20-24 years old, 25-44 years old, 45-64 years old and >65 years old.

**§23** Reports under §§ 21 and 22 are to be submitted to the Swedish Gambling Authority no later than the 20th of the following month.

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1. These regulations and general advice enters into force on 1 January 2020 in regard to §§ 12, 14 and 16, and otherwise on 1 January 2019.

2. These regulations repeal the Swedish Gambling Authority's regulations (2013:1) on gambling impact assessments and the Swedish Gambling Authority's regulations (LIFS 2014:2) on the protection of social interests in respect of such lotteries as referred to in § 21 a of the Lotteries Act (1994:1000).

3. The Swedish Gambling Authority's regulations (LIFS 2014:2) on the protection of social interests in respect of such lotteries as referred to in § 21 a of the Lotteries Act remain valid for decisions issued prior to 1 January 2019.

On behalf of the Swedish Gambling Authority

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