

## **Common Sense Initiative**

Mike DeWine, Governor Jon Husted, Lt. Governor

Joseph Baker, Director

### **Business Impact Analysis**

Agency, Board, or Commission Name: <u>Ohio Casino</u>	Control Commission ("Commission")		
Rule Contact Name and Contact Information: <u>Andromeda Morrison, 614-387-5616,</u> <u>rulecomments@casinocontrol.ohio.gov</u>			
Regulation/Package Title (a general description of the rules' substantive content):			
3775-16-03 Sports Gaming Accounts Amendments			
Rule Number(s): <u>3775-16-03</u>			
Date of Submission for CSI Review: <u>3/7/24</u>			
Public Comment Period End Date: <u>3/21/24</u>			
<b><u>Rule Type/Number of Rules</u></b> :			
New/ rules	No Change/ rules (FYR?)		
Amended/ 1 rules (FYR? No)	Rescinded/ rules (FYR?)		

The Common Sense Initiative is established in R.C. 107.61 to eliminate excessive and duplicative rules and regulations that stand in the way of job creation. Under the Common Sense Initiative, agencies must balance the critical objectives of regulations that have an adverse impact on business with the costs of compliance by the regulated parties. Agencies should promote transparency, responsiveness, predictability, and flexibility while developing regulations that are fair and easy to follow. Agencies should prioritize compliance over punishment, and to that end, should utilize plain language in the development of regulations.

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#### **Reason for Submission**

1. R.C. 106.03 and 106.031 require agencies, when reviewing a rule, to determine whether the rule has an adverse impact on businesses as defined by R.C. 107.52. If the agency determines that it does, it must complete a business impact analysis and submit the rule for CSI review.

Which adverse impact(s) to businesses has the agency determined the rule(s) create?

The rule(s):

- a. 🛛 Requires a license, permit, or any other prior authorization to engage in or operate a line of business.
- **b.** Imposes a criminal penalty, a civil penalty, or another sanction, or creates a cause of action for failure to comply with its terms.

#### **Regulatory Intent**

#### 2. Please briefly describe the draft regulation in plain language. Please include the key provisions of the regulation as well as any proposed amendments.

Ohio Adm.Code 3775-16-03, *Sports gaming accounts*, is being amended to require sports gaming proprietors that use deposit enabled accounts (online accounts or digital wallets) to use multi-factor authentication to protect access to patrons' sports gaming accounts. The original language of this rule provided multi-factor authentication as an option instead of a requirement for the applicable sports gaming proprietors.

• **3775-16-03 (amendment), titled, "Sports gaming accounts."** This rule governs the use of and requirements for sports gaming accounts. The rule specifically governs online accounts, digital wallets, and account registrations for in-person gaming above the anonymous wager threshold. The requirements of the rule largely center around ensuring an individual's identity is verified and that any individual establishing an account or placing wagers through an account is not a prohibited person. To that end, the rule states the general requirements of accounts, including ensuring proprietors gather standard identification data and perform a standard identification check of the patron, either through a data match or through examination of a government-issued identification. Additionally, the rule ensures that patrons are provided with responsible gambling information. For accounts that are deposit-enabled (online accounts or digital wallets), the rule also implements some further consumer protections, including limit setting, greater data collection for identity verification and contact and prompt payment

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requirements. The amendment to this rule changes the use of multi-factor authentication from an option to a requirement for accounts that are deposit-enabled. Sports gaming proprietors will have the option to use a "similar authentication method" as approved by the executive director. The purpose of this rule is to implement several of the required rules and provisions of R.C. 3775.02, including ensuring that wagers are accepted appropriately, there are protections for patrons placing wagers, proprietors are promoting methods to ensure responsible gambling, and that patron identities are being verified. Moreover, the rule implements R.C. 3775.11 and 3775.12's requirements that online wagers are placed through accounts and in-person wagers are placed through a patron's registration with the proprietor, unless the wager is below the anonymous wager threshold set in Ohio Adm.Code 3775-18-05.

3. Please list the Ohio statute(s) that authorize the agency, board or commission to adopt the rule(s) and the statute(s) that amplify that authority.

3775.02, 3775.10, 3775.11, and 3775.12

4. Does the regulation implement a federal requirement? Is the proposed regulation being adopted or amended to enable the state to obtain or maintain approval to administer and enforce a federal law or to participate in a federal program? *If yes, please briefly explain the source and substance of the federal requirement.* 

Not Applicable

5. If the regulation implements a federal requirement, but includes provisions not specifically required by the federal government, please explain the rationale for exceeding the federal requirement.

This question is not applicable because the federal government does not regulate sports gaming in this state. Rather, sports gaming is permitted and controlled by Ohio's Sports Gaming Control Act (i.e., R.C. Chapter 3775).

6. What is the public purpose for this regulation (i.e., why does the Agency feel that there needs to be any regulation in this area at all)?

R.C. Chapter 3775 requires the Commission to ensure the integrity of sports gaming and to prescribe rules for how sports gaming should be conducted, including rules related to sports gaming proprietor duties. To ensure the integrity of sports gaming and requirements of R.C. Chapters 3772 and 3775, it is imperative to protect sports gaming patrons by ensuring sports gaming proprietors comply with important, statutorily contemplated consumer protections. These include verifying patron identity and account information, protecting patron funds and information. R.C. 3775.02, 3775.10-3775.12.

7. How will the Agency measure the success of this regulation in terms of outputs and/or outcomes?

Overall, the Commission will measure the success of these rules in terms of whether they help the Commission meet its statutory mission to ensure the integrity of sports gaming. This can be done in two ways: first, through evaluating whether the public benefit of

implementing and enforcing these rules outweigh their administrative and business costs. And second, through analyzing the regulated community's comments about requests for amendments to the rules or for waivers or variances to or from the rules.

## 8. Are any of the proposed rules contained in this rule package being submitted pursuant to R.C. 101.352, 101.353, 106.032, 121.93, or 121.931?

If yes, please specify the rule number(s), the specific R.C. section requiring this submission, and a detailed explanation.

No.

### **Development of the Regulation**

9. Please list the stakeholders included by the Agency in the development or initial review of the draft regulation.

If applicable, please include the date and medium by which the stakeholders were initially contacted.

An email was sent on January 16, 2024, to stakeholders. (Exhibits 1 and 2). Stakeholders were asked to submit any written comments on the rules by 5:00 p.m. on January 26, 2024. (Exhibit 1). These stakeholders included employees or representatives from sports gaming vendors, proprietors, and service providers. Finally, stakeholders had the opportunity to comment during the Commission's public meeting on February 21, 2024.

### 10. What input was provided by the stakeholders, and how did that input affect the draft regulation being proposed by the Agency?

The Commission received stakeholder comments from 11 stakeholders enclosed as Exhibit 3. Generally, the stakeholder comments involved including a timeframe for when patrons would be required to undergo multi-factor authentication. While the Commission did not specify a timeframe, sports gaming proprietors cited standards from other gaming jurisdictions.

The Commission carefully considered the input provided by stakeholders. However, no changes were made to the draft regulation. The Commission strongly believes that protecting customer accounts should be held in the highest regard, and that allowing for a timeframe between authentication events allows accounts to be vulnerable to security incidents. Staff believes that authentication at each use is best practice for accounts that permit access to customer personal information and financial assets.

### 11. What scientific data was used to develop the rule or the measurable outcomes of the rule? How does this data support the regulation being proposed?

This question does not apply to these rules because no scientific data was necessary to develop or measure their outcomes. Instead, Commission staff reviewed the Commission's statutory mandates, the rules currently in effect in its other regulatory frameworks and looked at how other jurisdictions approached the topics in these rules.

12. What alternative regulations (or specific provisions within the regulation) did the Agency consider, and why did it determine that these alternatives were not appropriate? If none, why didn't the Agency consider regulatory alternatives? *Alternative regulations may include performance-based regulations, which define the* 

### required outcome, but do not dictate the process the regulated stakeholders must use to comply.

In reviewing these statutes and rules, staff considered past practices of the Commission in its other regulatory frameworks, any stakeholder comments, and the current trends in the sports gaming regulatory environment. As such, these rules are a conglomeration of the rules used in other jurisdictions with adaptations made for Ohio law and current industry trends.

The Commission adopted an alternative regulation by allowing for the exact implementation choice to be made by the licensee, and allowing for potential new technologies and ideas to be permitted as approved by the Executive Director.

### 13. What measures did the Agency take to ensure that this regulation does not duplicate an existing Ohio regulation?

This question largely does not apply to these rules because no other regulations in these areas currently exist with respect to sports gaming.

# 14. Please describe the Agency's plan for implementation of the regulation, including any measures to ensure that the regulation is applied consistently and predictably for the regulated community.

The Commission ensures any issues that arise are funneled through the respective division director and vetted with the Legal Division before being brought to the Executive Director, so that he can coordinate a consistent response and have staff conduct outreach to the regulated community. Specifically, those issues related to licensing are handled by the Commission's licensing staff, which is overseen by a single director in the Commission's central office. And any issues related to compliance are managed by the Commission's compliance staff, again overseen by a single director in the Commission's compliance staff, again overseen by a single director in the Commission's compliance staff, again overseen by a single director in the Commission's central office. Moreover, the issuance, denial, or sanctioning of any license (other than the issuance of provisional licenses) can only be approved by the Commission at a public meeting through a vote. Therefore, the regulated community can expect consistent and transparent licensing and compliance decisions.

#### Adverse Impact to Business

### 15. Provide a summary of the estimated cost of compliance with the rule(s). Specifically, please do the following:

#### a. Identify the scope of the impacted business community, and

The regulated business community consists of all persons who may conduct sports gaming in Ohio, including proprietors, services providers, suppliers, or employees. These include Ohio's professional sports teams and events, casinos and racinos, as well as, gaming-related supply or service companies, and sportsbook operators. Specifically, this rule impacts sports gaming proprietors that utilize online sports gaming accounts.

b. Quantify and identify the nature of all adverse impact (e.g., fees, fines, employer time for compliance, etc.).

The adverse impact can be quantified in terms of dollars, hours to comply, or other factors; and may be estimated for the entire regulated population or for a representative business. Please include the source for your information/estimated impact.

#### 3775-16-03 "Sports gaming accounts." (Amend)

The Commission anticipates an adverse business impact from this rule. These costs will vary based on the sports gaming proprietor's business, the types of accounts proprietors decide to allow, and the procedures proprietors institute to implement the rule. However, the requirement for sports gaming proprietors to have accounts through which wagers are to be placed is statutorily required by R.C. 3775.11 and further elucidated in R.C. 3775.12 when describing funded or deposit-enabled accounts, where the proprietor holds funds in a digital wallet on behalf of the patron. Most of the requirements in the rule ensure accounts are only created by, and are verified as only being used by, of-age individuals who are not otherwise prohibited from gaming (e.g. athletes, VEPs, etc). These requirements, again, are made to comport with the statute and build off other state's requirements for accounts. Finally, there are further security and identity requirements for deposit-enabled or funded accounts, ensuring those accounts, and the patron money in them, are more fully protected and promptly paid. Again, those requirements are common in the industry and include important problem gambling protections including allowing patrons to engage in personalized limit setting. The amendment to this rule requires the sports gaming proprietor to utilize multifactor authentication which will create increased costs for those proprietors who do not already implement such feature. These costs, which will take the form of system builds and upkeep, are again statutorily authorized and common in the industry for account-based wagering.

16. Are there any proposed changes to the rules that will <u>reduce</u> a regulatory burden imposed on the business community? Please identify. *(Reductions in regulatory burden may include streamlining reporting processes, simplifying rules to improve readability, eliminating requirements, reducing compliance time or fees, or other related factors).* 

Not applicable.

### 17. Why did the Agency determine that the regulatory intent justifies the adverse impact to the regulated business community?

The regulatory intent justifies any adverse impact because R.C. 3775 requires the Commission to ensure the integrity of sports gaming, specifically by licensing, regulating, investigating, and penalizing those involved in sports gaming in a manner consistent with the Commission's

authority to do the same with respect to casino gaming. Moreover, the R.C. 3775 gives the Commission broad authority to adopt rules that cover topics such as licensure, required procedures, and proprietor duties. As such, any business impact is justified as statutorily contemplated and inherent in the business of sports gaming.

Moreover, the regulatory intent justifies any adverse impact because sports gaming is a highly regulated industry and is accustomed to detailed regulations in every jurisdiction. Unregulated gaming poses a threat to public welfare and raises the potential for fraud and abuse. To mitigate these threats, the Commission, like other gaming regulatory bodies, is using its regulatory authority to establish a best practice framework in consultation with the regulated community.

#### **Regulatory Flexibility**

### **18.** Does the regulation provide any exemptions or alternative means of compliance for small businesses? Please explain.

Yes, these rules provide exemption or alternative means of compliance through Ohio Adm. Code 3775-1-04 (as pending), which permits the Commission, upon written request, to grant waivers and variances from the rules adopted under R.C. Chapter 3775, including these rules, if doing so is in the best interest of the public and will maintain the integrity of sports gaming in the State of Ohio

# 19. How will the agency apply Ohio Revised Code section 119.14 (waiver of fines and penalties for paperwork violations and first-time offenders) into implementation of the regulation?

To the extent R.C. 119.14 would apply to a violation of these rules, the Commission will provide verbal and written notification to the small business to correct the paperwork violation. Thereafter, the Commission would allow the small business a reasonable amount of time to correct the violation. The Commission and its staff would also offer any additional assistance necessary to aid in remediation of the violation. No administrative action would be taken unless the small business fails to remedy the violation within the reasonable time allotted by the Commission.

### 20. What resources are available to assist small businesses with compliance of the regulation?

The Commission and its staff are dedicated to working with members of the regulated community, and the public, to regulate sports gaming effectively and efficiently in this state. As a result, the following resources are available:

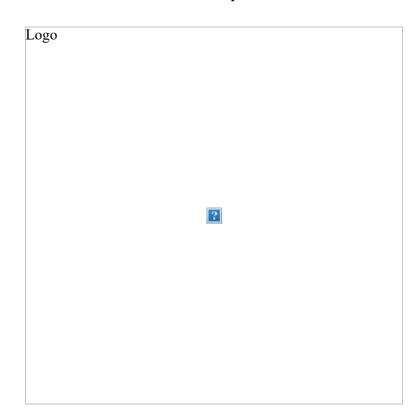
- Commission's mailing address: 100 E. Broad St., 20th Floor, Columbus, OH 43215
- Commission's toll-free telephone number: (855) 800-0058
- Commission's fax number: (614) 485-1007
- Commission's sports gaming website: <u>https://casinocontrol.ohio.gov/licensing-renewal/02-sports-gaming</u>
- Commission's email: <u>info@casinocontrol.ohio.gov</u>

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• Commission's sports gaming listserv: https://casinocontrol.ohio.gov/sportsgaming.aspx

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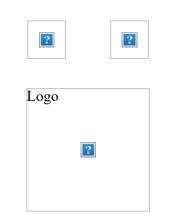
Sports Gaming Stakeholders,

The Commission is proposing an amendment to one Sports Gaming rule: Ohio Adm. Code 3775-16-03, Sports Gaming Accounts. The change is intended to streamline and update regulatory language related to multi-factor authentication. The proposed version of this rule can be found <u>here</u>.

As always, please feel free to forward this communication to anyone else you think may be interested in this rule. Additionally, anyone may sign up for the Commission's sports gaming listserv themselves <u>here</u>. If you would like to unsubscribe from this listserv, you may do so using the link located at the bottom of this email.

We understand that you may have questions or would like additional information before commenting, and if that is the case, we encourage you to reach out to your normal contacts at the Commission or to <u>rulecomments@casinocontrol.ohio.gov</u> at your earliest convenience. If, in the end, you would like to provide written comments, please email them to <u>rulecomments@casinocontrol.ohio.gov</u> by **5:00pm January 26**.

While you will have some additional chances to comment on these rules, including when they are filed with the state's Common Sense Initiative Office, please note that it is much easier for the Commission and for stakeholders to work out any questions or comments directly before the rules start the formal rule filing process.



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Dodd schrier Levenson King Breen hewit Smith Spada Grad Miyagishima Guveiyian Baird OConnell Macrides walsh Mitchell **Biesemans** Calcamuggio Harbin McAdoo Crisovan Kostival emmons Smith Carle Fitch Carlin Eldredge Verich Edelman Richardson DeLeone Bretnitz ODonnell Spickerman Scharf Kasper Miller Riddick Utz Marinai Kennish Gambish Springhetti Redenius Sinnott Young

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Jones Campisi Francis Levine Fitzgerald Tortora THAMMAVONGSA Rourke Schult Hays Mulhall Adams Tablack Davis Thomas Stanley Gerhardt Fisher Ashton Shuck Dorson Ness Davis spitnale **Byers** Goldfarb Delfosse Oakes Chudzinski Walker Holden OBrien Pettit Blackham Ghirnikar Abady Cooper kaliszewski Hines Kochendorfer Suever Compton Powers Kelley Robbins Berger Jacob

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From:	Jess Panora <jess.panora@betmgm.com></jess.panora@betmgm.com>
Sent:	Friday, January 26, 2024 4:23 PM
То:	Rule Comments
Cc:	Robyn Bowers; Matthew Barrack
Subject:	BetMGM Comments on Proposed Changes to Ohio Adm. Code 3775-16-03
Attachments:	01-26-2024 - Comment for Proposed Change to Ohio Adm. Code 3775-16-03, Sports
	Gaming Accounts.pdf

Good Afternoon,

BetMGM is pleased to submit the attached comments on the proposed changes to Ohio Adm. Code 3775-16-03, Sports Gaming Accounts.

Please reach out should you have any questions.

Thank you for the opportunity,

#### Jess Panora

Regulatory Administration Analyst - Compliance E: jess.panora@betmgm.com





January 26, 2024

Via Electronic Mail

Ohio Casino Control Commission 100 E. Broad St 20th Floor Columbus, OH 43215

# **RE: Sports Wagering Regulation for Comment**

Dear Commissioners,

BetMGM thanks the Commission for offering the opportunity to review and provide comments on the proposed amendment to Ohio Adm. Code 3775-16-03, Sports Gaming Accounts. Leveraging its extensive expertise as a sports betting operator and its collaborative efforts with regulators in twentynine jurisdictions during the formulation of their regulations, BetMGM aims to provide constructive input to enhance the effectiveness of Ohio operations and align the proposed procedures with the regulations of other states for consistency. BetMGM respectfully submits the following comments for consideration.

#### Rule 3775-16-03 | Sports gaming accounts.

#### **OCCC Proposed Regulation Update:**

(5) <u>Provide Require</u> patrons the option to protect access to funded sports gaming accounts with multifactor authentication <u>or similar authentication method</u>, as approved by the executive director;

#### BetMGM Comment:

BetMGM recently began enforcing MFA for all logins from an unrecognized device and has seen a significant decline in the number of account-related player complaints since this was implemented. Additionally, BetMGM has the capability to implement a "trust" window for successful MFA logins such that after a two-week period, the device returns to an unrecognized status and must undergo an MFA login again the next time a login attempt is made with said device. BetMGM feels that requiring MFA for logins from all new devices and then again at most every two weeks thereafter, strikes a middle ground that provides ample account security while not having a severe negative impact the player experience, and that the option to enable MFA on every login should remain up to the player to enable at their discretion.

#### 

We again want to express our appreciation for your thoughtful consideration of BetMGM's feedback on the Commission's proposed regulations. Should you have any questions about our submission or wish to discuss it further, please feel free to contact us.

Sincerely,

BetMGM

From:	Dean Hestermann < DHestermann@caesars.com >
Sent:	Friday, January 26, 2024 3:20 PM
То:	Rule Comments
Subject:	Comment on proposed amendment in Ohio Adm. Code 3775-16-03, Sports Gaming Accounts

Dear Sir or Madam,

On behalf of Caesars Sportsbook, I thank you for the opportunity to provide comment on the proposed change related to multi-factor authentication in Ohio Adm. Code 3775-16-03, Sports Gaming Accounts.

Caesars strongly supports various multi-factor authentication initiatives to help customers protect their information and accounts. Across the jurisdictions where we operate, we have found the best approach is a mix of regulatory requirements and user-controlled options. Some examples of when multi-factor authorization might be required is upon the use of a new device, or after a specified period of inactivity (such as a period ranging from 30-90 days). Opportunities at a customer's control might include giving the customer the ability to enable multi-factor authentication on every log-in, or potentially upon certain other events.

We would encourage the Commission to strike a balance between these two kinds of options, and to consider the technical capabilities of Ohio sports betting operators and applications to determine the other events where they might be required to offer customers the option of multi-factor authentication. It may take some time for operators to modify their software and systems to permit multi-factor authentication upon some events.

Again, thank you for the opportunity to provide comment.

Sincerely, Dean Hestermann



**Dean Hestermann** | Vice President, Issues Management and Strategic

Communications O 901-652-8787 1821 Overton Park Avenue | Memphis, TN 38112 Caesars | Harrah's | Horseshoe www.caesars.com Responsible Gaming Is Our Business: Must be 21 or older to gamble. Know when to stop before you start. Gambling problem? Call or text 1-800-522-4700.

From:	Kevin Cochran <kcochran@draftkings.com></kcochran@draftkings.com>
Sent:	Friday, January 26, 2024 10:47 AM
То:	Rule Comments
Cc:	Sarah Meuli; David Prestwood
Subject:	DraftKings - Comments to Proposed Rule 3775-16-03
Attachments:	DraftKings - Sports Gaming Comment - 1-26-2024.pdf

Good morning,

Thank you for the opportunity to provide feedback on the proposed changes to rule 3775-16-03. Attached, please find feedback from DraftKings and let us know if the Commission has any questions or would like to follow up related to our submission or another matter.

Thanks again and have a nice weekend,

Kevin

**KEVIN COCHRAN** Director, Legal and Government Affairs DraftKings Inc. 215-290-4428





January 26, 2024

Via E-Mail to <u>rulecomments@casinocontrol.ohio.gov</u> Ohio Casino Control Commission 100 East Broad Street, 20th Floor Columbus, OH 43215

# **RE: SPORTS GAMING RULE (3775-16-03) FOR COMMENT**

In response to the Ohio Casino Control Commission's ("Commission") proposed Sports Gaming rule change related to Sports Gaming Accounts, as distributed to Sports Gaming Stakeholders on January 16, 2024, Crown OH Gaming LLC d/b/a DraftKings ("DraftKings") submits the following comments and questions for consideration. As a leading sports wagering operator in the United States, DraftKings has first-hand experience with regulatory frameworks that address sports wagering, and submits these comments based on its operational knowledge in multiple regulated markets.

#### Rule 3775-16-03 | Sports gaming accounts

<u>Reason for Change</u>: DraftKings respectfully requests the Commission consider amending this provision to narrow the circumstances upon which a patron must perform multi-factor authentication ("MFA") to only a first-time login on a new device or every 14 days. Limiting MFA in this regard achieves account security without compromising the user experience in a way that comports with industry standards in leading jurisdictions such as Iowa, New Jersey and Pennsylvania. DraftKings respectfully requests consideration of limiting the user burden on an Ohio patron while still requiring MFA at least once every two weeks.

#### **Proposed Rule Language (including the Commission's proposed amendments):**

5) Provide Require patrons the option to protect access to funded sports gaming accounts with multi- factor authentication <u>or similar authentication method</u>, as approved by the executive director, <u>when the patron logs in through a specific device for the first time, and at least every</u> <u>fourteen days for each unique device</u>;

\* \* \* \* \*

Thank you for your consideration of DraftKings' comments regarding the Commission's proposed changes to Rule 3772-16-03. Please feel free to reach out should you or anyone else at the



Commission have any questions about our submission or our experience in other regulated jurisdictions.

Sincerely,

DraftKings Inc.

From:	Michael Levine <michael.levine@betfanatics.com></michael.levine@betfanatics.com>
Sent:	Friday, January 26, 2024 8:13 PM
То:	Rule Comments
Subject:	FBG Public Comments: 3775-16-03

Ohio Casino Control Commission,

Fanatics Betting & Gaming ("FBG") appreciates the opportunity to comment on the proposed amendment to Ohio Adm. Code 3775-16-03. FBG welcomes the addition of multi-factor authentication ("MFA") to secure customer accounts. That said, FBG proposes that the Ohio Casino Control Board contemplate a 14-day (for example) grace period (similar to other jurisdictions) whereby customers are required to complete MFA once every 14 days, per device. In addition, FBG respectfully requests that when this rule is enacted that there be an implementation period of approximately three (3) months to account for any updates to the rule post comment period.

Should you have any questions, please feel free to contact me.

Thank you,

Mike

From:Daniel Mulhall <daniel.mulhall@betfanatics.com>Sent:Friday, January 26, 2024 4:25 PMTo:Rule CommentsCc:Alex Smith; Lauren LemmerSubject:FBG Comment: Ohio Adm. Code 3775-16-03

All,

While Fanatics Betting & Gaming supports OCCC's commitment to increased patron account security and believes multi-factor authentication to be a critical tool towards furthering those goals, our experience in other jurisdictions has shown that these goals can be met while also limiting patron friction on each login attempt. To that end, we would like to submit an addition to the proposed amended section to include a fourteen day grace period following successful multi-factor authentication on a unique device. This proposed revision is consistent with requirements in both New Jersey and Pennsylvania, which allow for the grace period only after a device has been successfully authenticated. Logins on new devices will require multi-factor authentication.

# Rule 3775-16-03 | Sports gaming accounts

(5) Require patrons to protect access to funded sports gaming accounts with multi- factor authentication or similar authentication method, as approved by the executive director. <u>After successful login, multi-factor authentication will need to be performed at least every fourteen days for each unique device.</u>

We appreciate your consideration in advance. Thank you.

**Dan Mulhall** Senior Manager, New Markets m. 201.572.0032 Fanatics Betting & Gaming

From:	Nicolas Soto <nicolas.soto@fanduel.com></nicolas.soto@fanduel.com>
Sent:	Wednesday, January 24, 2024 11:47 AM
То:	Rule Comments
Cc:	Cory Fox; Josh Mehta; Tom Smith
Subject:	FanDuel Comments on Proposed Amendment to Ohio Adm. Code 3775-16-03
Attachments:	FanDuel Comments on Proposed Ohio Sports Gaming Amendments - 01.24.24.pdf

Good Morning,

Please see attached FanDuel comments regarding the Proposed Amendment to Ohio Adm. Code 3775-16-03.

We appreciate your time and consideration of our comments and would be happy to discuss them at your convenience.

Sincerely,

#### Nicolas Soto Compliance Manager Nicolas.Soto@FanDuel.com | (914) 356-2626



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Cory Fox Cory.fox@fanduel.com

January 24, 2024

Via Email to rulecomments@casinocontrol.ohio.gov Matt Schuler, Executive Director Ohio Casino Control Commission 100 East Broad Street, 20<sup>th</sup> Floor Columbus, OH 43215

# Re: FanDuel comments on proposed amendment to "Ohio Adm. Code 3775-16-03."

Dear Executive Director Schuler:

I write to provide comments on behalf of FanDuel Group, Inc. ("FanDuel") regarding the Ohio Casino Control Commission's (the "Commission") proposed amendment to "Ohio Adm. Code 3775-16-03." ("Proposed Amendment"). Based on our extensive experience as an operator in the sports betting industry and collaborator with regulators of sports wagering in many states in the development of their regulations, we offer constructive feedback on ways in which the Proposed Amendment can be improved to be effective for both the Commission and operators, as well as ultimately in enhancing customer protections.

We thank the Commission for affording stakeholders the opportunity to provide comments on the Proposed Amendment.

The Proposed Amendment would "Require patrons to protect access to funded sport gaming accounts with multi-factor authentication or similar authentication method, as approved by the executive director." Other states that have similarly moved toward requiring multi-factor authentication to enhance patron account protections, such as Iowa<sup>1</sup>, New Jersey<sup>2</sup>, and Pennsylvania<sup>3</sup>, have embraced trusted device functionality and required patrons to utilize multi-

<sup>&</sup>lt;sup>1</sup> Authentication for log in using a multi-factor authentication process or other secure alternative means as authorized by the commission. After successful log in, multifactor authentication will need to be performed at least every fourteen days for each unique device. [ARC 7070C – Proposed Amendments to be considered during 01/25/24 Iowa Racing and Gaming Commission Meeting - <a href="https://irgc.iowa.gov/media/293/download?inline="https://irgc.iowa.gov/media/293/downlo

<sup>&</sup>lt;sup>2</sup> Once a patron has successfully logged in using multi-factor authentication, subsequent logins to the same account on that same device can be exempt from multi-factor authentication for a period not to exceed two weeks. New Jersey Division of Gaming Enforcement Multi-Factor Authentication Best Practices.

<sup>&</sup>lt;sup>3</sup> The new MFA requirement will entail the Interactive Gaming Operator to employ an MFA method for each device that a patron utilizes to access their interactive gaming account. Once a device is authenticated using MFA, the MFA process will



factor authentication at login once every 14 days for each unique device. Embracing trusted device functionality in this manner would provide a mechanism to adequately protect patron accounts, while ensuring the user experience in Ohio remains consistent with other US jurisdictions that require multi-factor authentication for sports gaming accounts.

We suggest the following edits to the Proposed Amendment. For the sake of clarity, proposed additions will be shown in **bold and underlined** text.

*Rule* 3775-16-03 | *Sports gaming accounts* 

(E) A sports gaming proprietor may allow a sports gaming account to be deposit-enabled. In addition to the listed requirements, a deposit-enabled account must:

(5) Require patrons to protect access to funded sports gaming accounts with multi-factor authentication or similar authentication method, as approved by the executive director, for each new device. After a successful login with multi-factor authentication or similar authentication method for a specific device, the patron is not required to utilize multi-factor authentication or a similar authentication method to access their account from that device for a period of 14 days.

We appreciate your time and consideration of our comments and would be happy to discuss them at your convenience.

\*\*\*\*\*\*\*

Sincerely,

Cory Fox Vice President for Product and New Market Compliance

not be required again for that device for a period of fourteen days. Once the fourteen days have past, the patron will have to reauthenticate their device using the MFA process. Each different device a patron uses to access their interactive gaming account will have to perform MFA and the MFA will remain valid for fourteen days after the last time that device successfully passed MFA. Pennsylvania Gaming Control Board Letter regarding Interactive Gaming Account Multi-Factor Authentication (MFA) Requirement.

FanDuel Inc. | 300 Park Avenue South, 14th Floor, New York, NY 10010 | 646 930 0950 | fanduel.com

From: Sent: To: Cc: Subject: Neil Squires <NSquires@delawarenorth.com> Friday, January 26, 2024 9:28 AM Rule Comments Anthony Campoli FW: Sports Gaming Rule for Comment - 01/16/24

Hello OCCC,

Related to the questions previously sent, the first and third questions still stand and would like response. The second item we would like to put forth as a comment:

• Gamewise would like to see MFA defined within the Rules to help ensure there is no ambiguity as to what is intended.

Thank you.

Best,

Neil Squires | Sr. Compliance Manager **GAMEWISE** 

From: Neil Squires
Sent: Wednesday, January 17, 2024 10:44 AM
To: rulecomments@casinocontrol.ohio.gov
Cc: Anthony Campoli <ACampoli@delawarenorth.com>
Subject: FW: Sports Gaming Rule for Comment - 01/16/24

Hello OCCC,

Gamewise/MVGBet has some questions related to this rule change proposal:

- 1. What is the expected/anticipated timeline on when the OCCC will expect the MFA to be in place as a platform requirement?
- 2. How does the OCCC define MFA?
- 3. Would Captcha be considered a "similar authentication method" by the OCCC?

We look forward to your responses.

Best,

Neil Squires | Sr. Compliance Manager GAMEWISE

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Sports Gaming Stakeholders,

The Commission is proposing an amendment to one Sports Gaming rule: Ohio Adm. Code 3775-16-03, Sports Gaming Accounts. The change is intended to streamline and update regulatory language related to multi-factor authentication. The proposed version of this rule can be found <u>here</u>.

As always, please feel free to forward this communication to anyone else you think may be interested in this rule. Additionally, anyone may sign up for the Commission's sports gaming listserv themselves <u>here</u>. If you would like to unsubscribe from this listserv, you may do so using the link located at the bottom of this email.

We understand that you may have questions or would like additional information before commenting, and if that is the case, we encourage you to reach out to your normal contacts at the Commission or to <u>rulecomments@casinocontrol.ohio.gov</u> at your earliest convenience. If, in the end, you would like to provide written comments, please email them to <u>rulecomments@casinocontrol.ohio.gov</u> by **5:00pm January 26**.

While you will have some additional chances to comment on these rules, including when they are filed with the state's Common Sense Initiative Office, please note that it is much easier for the Commission and for stakeholders to work out any questions or comments directly before the rules start the formal rule filing process.

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From:	Robert McAdoo <r.mcadoo@gaminglabs.com></r.mcadoo@gaminglabs.com>
Sent:	Thursday, January 25, 2024 4:05 PM
То:	Rule Comments
Cc:	James Luccarelli; Joseph Carlon; Ventsislav Vasilev
Subject:	Sports Gaming Rule for Comment for Multi-Factor Authentication

To Whom It May Concern,

Gaming Laboratories International would like to submit the following comment in regards to the requirements for the Multi-Factor Authentication requirement proposed revision. Please see the following after the requirement noted:

Rule 3775-16-03 | Sports gaming accounts

(E) A sports gaming proprietor may allow a sports gaming account to be deposit-enabled. In addition to the listed requirements, a deposit-enabled account must:

(5) Provide <u>Require</u> patrons the option to protect access to funded sports gaming accounts with multi-factor authentication <u>or similar authentication method</u>, as approved by the executive director;

Comment/Suggestion proposed for consideration from Gaming Laboratories International:

Recommend appending the following text or similar to (5) which provides more guidance on when multi-factor authentication is required to be used. This is based on requirements used in other established sportsbook markets.

# Once a patron has successfully logged in using multi-factor authentication, subsequent logins to the same account on that same device can be exempt from multi-factor authentication for a period not to exceed two weeks.

The laboratory appreciates the Commission's time and consideration on the proposed comment for the rule in question and is available to provide additional details upon request if needed. Thank You.

#### **Robert Mc Adoo**

Senior Technical Compliance Engineer

www.gaminglabs.com

- o 303-277-1172 EXT 2122
- d 303-215-5822
- e <u>R.McAdoo@gaminglabs.com</u>





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From: Sent: To: Subject: Morrison, Andromeda Monday, January 22, 2024 10:09 AM Rule Comments FW: [External Email] Sports Gaming Rule for Comment



# Andromeda Morrison

General Counsel & Director of Skill Games Ohio Casino Control Commission (614) 387-5616

From: CAC Communications <Communications@casinocontrol.ohio.gov>
Sent: Monday, January 22, 2024 9:26 AM
To: Morrison, Andromeda <Andromeda.Morrison@casinocontrol.ohio.gov>
Subject: FW: [External Email] Sports Gaming Rule for Comment

Sorry if you've already received a version of this, but wanted to make sure you had it for the MFA rule proposal.

Let me know if you need anything.

Jess

From: Robert Wamsley <<u>Robert.Wamsley@hrccincinnati.com</u>>
Sent: Friday, January 19, 2024 5:38 PM
To: CAC Communications <<u>Communications@casinocontrol.ohio.gov</u>>
Cc: CAC, OCCC Compliance <<u>CAC.Compliance@casinocontrol.ohio.gov</u>>
Subject: RE: [External Email] Sports Gaming Rule for Comment

Good afternoon OCCC Team,



HRC agrees with the rule change and has no comment. Thank you.

Respectfully,

Robert

CINCINNATI

#### **ROBERT WAMSLEY | DIRECTOR OF COMPLIANCE**

D: 513.250.3117 | M: 513.609.7205 Robert.wamsley@hrccincinnati.com

#### Hard Rock Casino Cincinnati

1000 Broadway Street | Cincinnati, Ohio 45202 https://www.hardrockcasinocincinnati.com/ From: Ohio Casino Control Commission <<u>communications@casinocontrol.ohio.gov</u>
 Sent: Tuesday, January 16, 2024 4:36 PM
 To: Robert Wamsley <<u>Robert.Wamsley@hrccincinnati.com</u>
 Subject: [External Email] Sports Gaming Rule for Comment

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Sports Gaming Stakeholders,

The Commission is proposing an amendment to one Sports Gaming rule: Ohio Adm. Code 3775-16-03, Sports Gaming Accounts. The change is intended to streamline and update regulatory language related to multi-factor authentication. The proposed version of this rule can be found <u>here</u>.

As always, please feel free to forward this communication to anyone else you think may be interested in this rule. Additionally, anyone may sign up for the Commission's sports gaming listserv themselves <u>here</u>. If you would like to unsubscribe from this listserv, you may do so using the link located at the bottom of this email.

We understand that you may have questions or would like additional information before commenting, and if that is the case, we encourage you to reach out to your normal contacts at the Commission or to <u>rulecomments@casinocontrol.ohio.gov</u> at your earliest convenience. If, in the end, you would like to provide written comments, please email them to <u>rulecomments@casinocontrol.ohio.gov</u> by **5:00pm January 26**.

While you will have some additional chances to comment on these rules, including when they are filed with the state's Common Sense Initiative Office, please note that it is much easier for the Commission and for stakeholders to work out any questions or comments directly before the rules start the formal rule filing process.



ONTROL COMMISSION

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From:	Adam Kates <adam.kates@penn-interactive.com></adam.kates@penn-interactive.com>
Sent:	Friday, January 26, 2024 9:48 AM
То:	Rule Comments
Cc:	Matthew.Spitnale@pennentertainment.com; Haggerty, Samantha; Gregory Brooks
Subject:	Rule Comment: Ohio Adm. Code 3775-16-03

Good morning OCCC team,

On behalf of Penn Sports Interactive, we respectfully submit the below comments on the recently proposed MFA rule amendment.

Thank you for the opportunity, and have a wonderful weekend.

Adam

# PSI Commentary:

Penn Sports Interactive ("PSI") appreciates the opportunity to provide commentary on the Ohio Casino Control Commission's proposed amendment to the Sports Gaming rule: Ohio Adm. Code 3775-16-03, Sports Gaming Accounts, specifically surrounding the use of multi-factor authentication ("MFA").

PSI is generally in support of MFA and currently adheres to MFA and general account security best practices on the ESPN BET platform in Ohio. As currently implemented, ESPN BET requires MFA whenever a patron logs into their account from a new device and any time a patron makes a change to or updates their account information or credentials. In addition, any change to a patron's account completed via Customer Support requires the patron to verify certain personally identifiable information in real-time before any changes may be made.

Finally, PSI permits patrons to opt into MFA for each and every login attempt to their sports gaming account if they chose to do so.

PSI respectfully recommends that the Commission maintain the patron optionality included in the currently effective rule 3775-16-03, or alternatively, implementing a requirement to complete MFA at various key touchpoints (such as each new device that is used) which would achieve a similar outcome of enhanced account security with less patron friction.

Adam Kates Senior Director, Compliance PENN Interactive adam.kates@penn-interactive.com P: 416-479-8812 ext. 2728 pennentertainment.com

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From:	Lisa Powers <lisapowers@jackentertainment.com></lisapowers@jackentertainment.com>
Sent:	Friday, January 26, 2024 4:53 PM
То:	Morrison, Andromeda; CAC, OCCC Compliance
Cc:	Allyson Miller; Adam Suliman
Subject:	RE: Sports Gaming Rule for Comment

Good Afternoon Andromeda,

Thank you for the detailed explanation. Respectfully, JACK Cleveland Casino and JACK Thistledown Racino propose the following revision to the rule:

(5) Require patrons to protect access to funded sports gaming accounts with multi-factor authentication or similar authentication method, as approved by the executive director, *within ninety days from the effective date of this rule*.

We have reached out to our vendors for a scope of work to make this change and this timeline would allow us to comply with the rule while delivering a positive experience for our Ohio users. We would use this time to make the necessary changes to our registration flow, integrate with an SMS/text vendor for the authentication codes, update the code bases (Apple, Android, web, mobile-web), and modify the PAM-front end integration points. In addition to the development work, we would need to obtain GLI certification and conduct quality assurance and user testing prior to deployment, which could take place within the proposed timeframe.

Please let me know if you have any questions or we can provide any additional information.

Thank you, Lisa

LISA POWERS DIRECTOR OF COMPLIANCE D: 216-297-4798 M: 513-667-4506 LISAPOWERS@JACKENTERTAINMENT.COM 100 PUBLIC SQUARE, CLEVELAND, OH, 44113 WWW.JACKENTERTAINMENT.COM



From: Andromeda.Morrison@casinocontrol.ohio.gov <Andromeda.Morrison@casinocontrol.ohio.gov>
Sent: Wednesday, January 17, 2024 3:04 PM
To: Lisa Powers <LisaPowers@jackentertainment.com>; CAC.Compliance@casinocontrol.ohio.gov
Cc: Allyson Miller <AllysonMiller@jackentertainment.com>; Adam Suliman <AdamSuliman@jackentertainment.com>
Subject: RE: Sports Gaming Rule for Comment

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Hi Lisa,

I was trying to get you a response too quickly and realize I did not provide the additional context of the rule change that would allow a sportsbook to submit an approval request to the executive director to seek approval of an authentication method that may deviate from the general rule provision. I think the idea here is that the Commission is open to other practices that provide security that may be different depending on operator needs. A time frame/frequency would be something that I think could fit into that category.

Open to your feedback as to time frame or frequency, of course, during the stakeholder comment period.

Thanks, Andromeda



# Andromeda Morrison

General Counsel & Director of Skill Games Ohio Casino Control Commission (614) 387-5616

From: Morrison, Andromeda
Sent: Wednesday, January 17, 2024 12:53 PM
To: Lisa Powers <<u>LisaPowers@jackentertainment.com</u>>; CAC, OCCC Compliance
<<u>CAC.Compliance@casinocontrol.ohio.gov</u>>
Cc: Allyson Miller <<u>AllysonMiller@jackentertainment.com</u>>; Adam Suliman <<u>AdamSuliman@jackentertainment.com</u>>; Subject: RE: Sports Gaming Rule for Comment

Hi Lisa,

Thanks for reaching out for clarification. The current draft and intent is to require multi factor authentication for each log-in.

Thanks, Andromeda



# Andromeda Morrison

General Counsel & Director of Skill Games Ohio Casino Control Commission (614) 387-5616

From: Lisa Powers <<u>LisaPowers@jackentertainment.com</u>>
Sent: Tuesday, January 16, 2024 5:46 PM
To: CAC, OCCC Compliance <<u>CAC.Compliance@casinocontrol.ohio.gov</u>>; Morrison, Andromeda
<<u>Andromeda.Morrison@casinocontrol.ohio.gov</u>>
Cc: Allyson Miller <<u>AllysonMiller@jackentertainment.com</u>>; Adam Suliman <<u>AdamSuliman@jackentertainment.com</u>>; Subject: FW: Sports Gaming Rule for Comment

Good Afternoon,

For clarification, does this rule change require MFA authentication for patrons for each login? Or is it MFA authentication for initial account set-up and then login thereafter if a patron so chooses?

Lastly, if it is for each login, if a patron completes MFA authentication to login and then logs in from the same device, would MFA authentication still be required or is it satisfied for a certain time period, such as 30 days from the same device?

Thank you, Lisa

#### LISA POWERS

DIRECTOR OF COMPLIANCE D: 216-297-4798 M: 513-667-4506 <u>LISAPOWERS@JACKENTERTAINMENT.COM</u> 100 PUBLIC SQUARE, CLEVELAND, OH, 44113 <u>WWW.JACKENTERTAINMENT.COM</u>



# **OHIO'S GAMING COMPANY**

From: Ohio Casino Control Commission <<u>communications@casinocontrol.ohio.gov</u>>
Sent: Tuesday, January 16, 2024 4:36 PM
To: Lisa Powers <<u>LisaPowers@jackentertainment.com</u>>
Subject: Sports Gaming Rule for Comment

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Sports Gaming Stakeholders,

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