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INDIANA GAMING COMMISSION

BUSINESS MEETING

September 15, 2023

The Indiana Gaming Commission Business Meeting was taken down by me, Sandra D. Aich, CVR-M, Court Reporter and Notary Public, in and for the County of Harrison, State of Indiana, in the EB Rhodes Room at the West Baden Springs Hotel, 8538 West Baden Avenue, West Baden Springs, Indiana, commencing at the hour of 11:00 a.m. on September 15, 2023. The following transcript is a true and accurate transcript of the proceedings held.

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A P P E A R A N C E S

ON BEHALF OF THE GAMING COMMISSION:

Milton O. Thompson, Chairman

Marc Fine, Commissioner

Jason Dudich, Commissioner

Chuck Cohen, Commissioner

Michael Williams, Commissioner

Adam Hill, Commissioner

Dan Housman, Commissioner (Telephonically)

Greg Small, Executive Director

Jennifer Reske, Deputy Director

Dennis Mullen, General Counsel

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1 CHAIRMAN THOMPSON: It is 11 o'clock a.m.
2 Good morning, everyone. It's a beautiful morning
3 here in southern Indiana. I love it when we have
4 an opportunity to do that. With that, we wanted
5 to thank our hosts, Chris and -- and the others
6 for making this stay a pleasant one. Hope you all
7 enjoyed your time here a little bit, but now we're
8 going to get down to business. I'm going to call
9 this meeting to order.

10 And Executive Director Small, will you please
11 read the roll?

12 EXECUTIVE DIRECTOR SMALL: Chairman Thompson.

13 CHAIRMAN THOMPSON: Yes, I'm here.

14 EXECUTIVE DIRECTOR SMALL: Vice Chair Fine.

15 COMMISSIONER FINE: Present.

16 EXECUTIVE DIRECTOR SMALL: Secretary Dudich.

17 COMMISSIONER DUDICH: Here.

18 EXECUTIVE DIRECTOR SMALL: Commissioner
19 Cohen.

20 COMMISSIONER COHEN: Present.

21 EXECUTIVE DIRECTOR SMALL: Commissioner
22 Williams.

23 COMMISSIONER WILLIAMS: Here.

24 EXECUTIVE DIRECTOR SMALL: Commissioner Hill.

25 COMMISSIONER HILL: Here.

1 EXECUTIVE DIRECTOR SMALL: And partici --
2 participating via telephone, Commissioner Housman?

3 COMMISSIONER HOUSMAN: Here.

4 CHAIRMAN THOMPSON: I'll go ahead and declare
5 that our quorum is established. Now I'm going to
6 ask for approval of the minutes from the June
7 15th, 2023 meeting. Are there any additions or
8 corrections, Commissioners?

9 Hearing none, I'll call for the motion.

10 COMMISSIONER COHEN: So move.

11 CHAIRMAN THOMPSON: Is there a second?

12 COMMISSIONER FINE: Second.

13 CHAIRMAN THOMPSON: There's a motion of a
14 second. Any discussion?

15 Hearing none, I'll call for the vote. All
16 those in favor of the motion, signify by stating
17 aye, please.

18 (Chorus of ayes.)

19 CHAIRMAN THOMPSON: Opposed, same sign.

20 They are approved.

21 So now will you give us a staff report,
22 Executive Director's Report?

23 EXECUTIVE DIRECTOR SMALL: Abso --

24 CHAIRMAN THOMPSON: -- Mr. Small, please.

25 Thank you.

1 EXECUTIVE DIRECTOR SMALL: Thank you, Mr.
2 Chair. First off, I'd like to introduce a couple
3 new hires, Myles Burrage. Myles graduated from
4 Central State University with a bachelor's in
5 business administration. While attending Central
6 State University, Myles was a recipient of the
7 United States Department of Agriculture, 1890
8 National Scholars Program, a difficult and
9 prestigious program to enter and maintain. Before
10 accepting the field auditor role with the
11 Commission, Myles worked with Charles Schwab,
12 where he was a Fraud Investigation Specialist.
13 He's a wonderful asset to the team and we are
14 excited to have him. Welcome aboard, Myles.

15 MR. BURRAGE: Thank you.

16 EXECUTIVE DIRECTOR SMALL: I would also like
17 to call up Joshua Cooley.

18 MS. RESKE: Joshua's not here today. He was
19 (inaudible). Sorry.

20 EXECUTIVE DIRECTOR SMALL: Joshua graduated
21 from Indiana State University with a bachelor in
22 legal studies, and additionally obtained an
23 associate's in accounting from Ivy Tech Community
24 College. For accepting the field auditor role of
25 the Commission, Joshua was serving as the Senior

1 Finance Coordinator for the National
2 non-for-profit Project Lead the Way, an
3 organization that helps support STEM programs for
4 schools across the country. Joshua is currently
5 on a path toward his certified management
6 accountant certification. He has a wealth of
7 knowledge and expertise in the financial field.
8 And, again, we're excited to have Joshua as part
9 of the audit team.

10 I'd also like to announce another new hire in
11 our Sports Wagering Division, our program
12 coordinator, Angeles Caldaza. Angeles is
13 currently a graduate student at the University of
14 Indianapolis where she is working toward a
15 master's degree in sports management. She moved
16 to Indiana in July of this year from St. Louis,
17 Missouri. She has a bachelor of science in health
18 management from Southwest Missouri State
19 University. She hopes to attend law school and
20 study sports law.

21 We have a number of promotions to announce.
22 First off, Supervisor Jack Miller has been
23 promoted to become the supervisor at the Terre
24 Haute Casino and Resort. Lloyd Hawkins has been
25 promoted to assistant supervisor at Terre Haute

1 Casino and Resort. Robert Schmidt has been
2 promoted to supervisor at Bally's Evansville.
3 Jade Hall has been promoted to assistant
4 supervisor at Bally's Evansville. And Stephanie
5 Gardner has been promoted to program coordinator
6 in the Enforcement Division. And lastly, Michelle
7 Parker has been promoted to field auditor 1 in the
8 Audit Division.

9 And one piece of sad news, Agent Joey
10 Wainscott passed away on September 13th, 2023, due
11 to a -- it was a long battle with illness. And on
12 behalf of the Commission, I would like to present
13 our condolences to the -- to the Wainscott family.

14 CHAIRMAN THOMPSON: Please submit that to the
15 record.

16 EXECUTIVE DIRECTOR SMALL: That concludes --
17 Well, let's move to reinvestigations.

18 CHAIRMAN THOMPSON: Yes.

19 EXECUTIVE DIRECTOR SMALL: Our Investigations
20 Division has completed reinvestigations for
21 licensees Amelco UK, Ltd; Kambi Group, PLC;
22 GeoComply Solutions, Inc; and Genesis Gaming
23 Solutions, Inc. The confidential reports are in
24 your materials. Directors Brown and Leek are
25 present should you have any questions.

1 Moving to exclusions. Since the June 2023
2 Business Meeting, Commission staff has added 17
3 individuals to the exclusion list. With these
4 additions to the list, the total now stands at
5 1,008 individuals.

6 And lastly waivers. The IGC has granted 18
7 waivers to Indiana casinos since the previous
8 meeting. This information is included in your
9 materials and will also be posted to the
10 Commission's website. That concludes my report,
11 Mr. Chairman.

12 CHAIRMAN THOMPSON: Thank you for that
13 report. Any questions of our director,
14 Commissioners? Then we're going to move forward
15 with administering an oath.

16 All those who are going to have some business
17 and present before the Commission today, would you
18 please stand?

19 Mr. Small, would you administer the oath,
20 please.

21 EXECUTIVE DIRECTOR SMALL: Yes.

22 I, state your name, do hereby solemnly swear,
23 subject to the penalties of perjury, to tell the
24 truth, the whole truth, and nothing but the truth,
25 so help me God. Thank you.

1 CHAIRMAN THOMPSON: Thank you.

2 Commissioners, any old business before the
3 Commission?

4 Any new business you'd like to report?

5 Hearing none, we're going to go into our
6 license renewals. Mr. Neal?

7 MR. NEAL: Good morning, Commissioners --

8 CHAIRMAN THOMPSON: Good morning.

9 MR. NEAL: -- Executive Staff. First you
10 have before you Order 2023-113. Pursuant to
11 Indiana Code Section 4-33-7-8 and 68 IAC Section
12 2-2-8, a supplier's license must be renewed each
13 year, along with a payment of a \$7,500 renewal
14 fee. Each of the following licensees has
15 submitted a timely request for renewal, along with
16 the required payment: GeoComply Solutions; Gaming
17 Partners International USA, Incorporated; Everi
18 Games, Incorporated; GLP Capital, LP; Pala
19 Interactive, LLC; Galaxy Gaming; NYX Digital; and
20 Global Surveillance Associates.

21 Approving Order 2023-113 would have the
22 effect of renewing the license of each of the
23 respective licensees for a period of one year.
24 Thank you.

25 And, Commissioners, next on the agenda you

1 have before you Orders 2023-114, 2020 -- and
2 2023-115 regarding the renewal of Blue Chip and
3 Rising Star's Casino owner's licenses
4 respectively. Blue Chip and Rising Star both
5 filed the proper paperwork and paid their renewal
6 fee. And previously, by Orders 2022-132 and
7 2022-133, the Commission had approved the written
8 power of attorney for both Blue Chip and Rising
9 Star. These approvals expire upon the renewal of
10 the casino owner's license. And for that reason,
11 all casinos must request renewal of the
12 Commission's approval of that written power of
13 attorney concurrently with the request for renewal
14 or -- or it may present the Commission with a new
15 written power of attorney, naming a new
16 trustee-in-waiting. Blue Chip and Rising Star
17 have both stated their intent to maintain their
18 existing trustees-in-waiting and have not
19 presented the Commission with any modifications to
20 their power of attorney.

21 Approving Orders 2023-114 and 2023-115 would
22 have the effect of renewing the license and
23 approving the power of attorney for both Blue Chip
24 and Rising Star respectively for a period of one
25 year. Thank you.

1 And next you have before you Order 2023-116.
2 Pursuant to Indiana Code Section 4-38-8-1, a
3 certificate of authority must be renewed each
4 year, along with the payment of a \$50,000 renewal
5 fee. Each of the following certificate holders
6 has submitted a timely request for renewal, along
7 with the required payment: Ameristar Casino East
8 Chicago, LLC; Centaur Acquisition, LLC, doing
9 business as Horseshoe Indianapolis; Indiana Gaming
10 Company, LLC, doing business as Hollywood; Hoosier
11 Park, LLC, doing business as Caesar Race and
12 Sportsbook Indianapolis; Horseshoe Hammond, LLC;
13 Blue Chip Casino, LLC; Blue Sky Casino, LLC, doing
14 business as French Lick Resort; Belterra Resort
15 Indiana, LLC; Aztar Indiana Gaming Company, LLC,
16 doing business as Bally's Evansville; CSI
17 Operating Company, LLC, doing business at Caesars
18 Southern Indiana; Centaur Acquisition, LLC, doing
19 business as Caesars Race and Sportsbook
20 Clarksville; Hoosier Park, LLC, doing business as
21 Harrah's Hoosier Park; and Hoosier Park, LLC,
22 doing business at Caesars Race and Sportsbook New
23 Haven.

24 Approving Order 2023-116 would have the
25 effect of renewing the certificates of the

1 respective licensees for a period of one year.

2 Thank you.

3 And now you have before you order 2023-117.
4 Pursuant to Indiana Code Section 4-38-6-6, a
5 vendor's license must be renewed each year, along
6 with payment of a \$50,000 renewal fee. Each of
7 the following licensees has submitted a timely
8 request for a renewal, along with the required
9 payment: Unibet Indiana, LLC, vendor for
10 Horseshoe Hammond; American Wagering,
11 Incorporated, doing business as Caesars Sportsbook
12 for Hoosier Park; Betfair Interactive US, doing
13 business as FanDuel for Blue Chip; Betfair
14 Interactive US, doing business as FanDuel for
15 Belterra; American Wagering, Incorporated, doing
16 business a Caesars Sportsbook for Bally's; Crown
17 Indiana Gaming, LLC, doing business as DraftKings
18 for Ameristar; and Rush Street Interactive, LP,
19 doing business as BetRivers for French Lick.

20 Approving Order 2023-117 would have the
21 effect of renewing the license of each of the
22 respective licensees for a period of one year.
23 Thank you.

24 And finally, you have before you Order
25 2023-118. Pursuant to Indiana Code Section 4-33-

1 24-15 and 68 IAC Section 26-310, a paid fantasy
2 sports operator license must be renewed each year,
3 along with the payment of a \$5,000 renewal fee.
4 The following licensee has submitted a timely
5 request for renewal, along with the required
6 payment. That is SHGN Acquisition Corp.

7 Approving Order 2023-118 would have the
8 effect of renewing the above licensee's license
9 for a period of one year. Thank you.

10 CHAIRMAN THOMPSON: Thank you, Mr. Neal. Any
11 questions of Mr. Neal, Commissioners?

12 Hearing none, is there a motion on Orders
13 2023-13 -- 113 through 2023-118. Is there a
14 motion for their approval for the license
15 renewals?

16 COMMISSIONER HILL: I'd make that motion.

17 CHAIRMAN THOMPSON: There's a motion. Is
18 there a second?

19 COMMISSIONER COHEN: Second.

20 CHAIRMAN THOMPSON: Motion and a second. Any
21 discussion?

22 All those in favor of the motion, signify by
23 saying aye, please.

24 (Chorus of ayes.)

25 All those opposed, same sign. The motion

1 carries. Thank you very much, Mr. Neal.

2 Mr. Brown, would you come forward on
3 permanent licenses.

4 MR. BROWN: Good morning, Commissioners and
5 Executive staff. You have before you Orders
6 2023-119 and 2023-120, which would approve
7 permanent supplier licenses for Aces Up Gaming and
8 EDF Compliance, respectively. Aces Up Gaming and
9 EDF Compliance have filed the appropriate
10 applications and fees and been awarded temporary
11 licenses by the IGC. Commission staff conducted
12 background and financial investigations on each
13 applicant, along with their substantial owners and
14 key persons. Commission staff found no material
15 derogatory information that would affect the
16 suitability for any of the applicants. Staff's
17 final reports are included in the confidential
18 Commission meeting documents for your review.

19 Approving Orders 2023-119 and 2023-120 will
20 grant a permanent supplier's license for the
21 previously mentioned applicants, each subject to
22 yearly renewals. I'm happy to answer any
23 questions you may have.

24 CHAIRMAN THOMPSON: You may continue with the
25 suppliers.

1 MR. BROWN: What did I say?

2 EXECUTIVE DIRECTOR SMALL: Those were the
3 suppliers.

4 CHAIRMAN THOMPSON: Okay, those were the
5 suppliers.

6 MS. RESKE: (Inaudible) suppliers.

7 CHAIRMAN THOMPSON: I just wanted to point
8 out that the Director of Background Investigations
9 is Garth Brown.

10 MR. BROWN: Yes, sir.

11 CHAIRMAN THOMPSON: Thank you very much. Any
12 questions of Mr. Brown, anyone?

13 Hearing none, is there a motion on Orders
14 2023-119 and 120?

15 COMMISSIONER DUDICH: So move.

16 CHAIRMAN THOMPSON: Is there a second?

17 COMMISSIONER FINE: Second.

18 COMMISSIONER HILL: Second.

19 CHAIRMAN THOMPSON: There's a motion on a
20 second. Any discussion?

21 Hearing none, all those in favor of the
22 motion, signify by stating aye, please.

23 (Chorus of ayes.)

24 CHAIRMAN THOMPSON: And contrary, same sign.

25 There are none contrary. The motion is

1 accepted. Thank you very much, Director.

2 I'd ask now for Director of Compliance.

3 Angela Bunton, would you come forward, please, and
4 present our suppliers' disciplinary actions
5 initially.

6 MS. BUNTON: Good morning, Commissioners and
7 Executive staff. You have before you 11
8 settlement agreements concerning disciplinary
9 action against licensed suppliers, 10 settlement
10 agreements concerning disciplinary action against
11 casinos, five settlement agreements concerning
12 disciplinary action against sports wagering
13 operators, and one settlement agreement concerning
14 disciplinary action against a corporate entity.

15 Order 2023-121 is a settlement agreement with
16 Ainsworth Game Technology, wherein the supplier
17 violated the rules for shipping electronic gaming
18 devices. Ainsworth agreed to a monetary
19 settlement of \$1,500.

20 Order 2023-122 is a settlement agreement with
21 Aristocrat Technologies, wherein the supplier
22 violated the rules for shipping electronic gaming
23 devices on two occasions. Aristocrat agreed to a
24 monetary settlement of \$3,000.

25 Order 2023-123 is a settlement agreement with

1 Everi Payments, wherein the supplier failed to
2 file a level one license application in a timely
3 manner. The application was 46 days late. Everi
4 agreed to a monetary settlement of \$1,500.

5 Order 2023-124 is a settlement agreement with
6 GeoComply Solutions, wherein the supplier failed
7 to file a level one license application in a
8 timely manner. The application was 33 days late.
9 GeoComply agreed to a monetary settlement \$1,500.

10 Order 1 -- 2023-125 is a settlement agreement
11 with Gaming Partners International and includes
12 two counts. In Count I, GPI failed to file a
13 level one license application in a timely manner
14 and allowed a non-licensed individual to perform
15 duties of a level one licensee for 347 days. In
16 Count II, GPI failed to file a level one license
17 application in a timely manner and allowed a
18 non-licensed individual to perform the duties of a
19 level one licensee for 273 days. GPI agreed to a
20 monetary settlement of \$16,000.

21 Order 2023-126 is a settlement agreement with
22 IGT, wherein the supplier violated the rules for
23 shipping electronic gaming devices. IGT agreed to
24 a monetary settlement of \$1,500.

25 Order 2023-127 is a settlement agreement with

1 Interblock Luxury Gaming Products, wherein the
2 supplier violated the rules for shipping
3 electronic gaming devices. Interblock agreed to a
4 monetary settlement of \$1,500.

5 Order 2023-128 is a settlement agreement with
6 Patriot Gaming and Electronics, wherein the
7 supplier violated the rules for the vendor log
8 while performing work at Horseshoe Indianapolis.
9 Patriot agreed to a monetary settlement of \$1,500.

10 Order 2023-129 is a settlement agreement with
11 SB Tech Malta Limited, wherein the supplier failed
12 to submit three level one license reinvestigation
13 applications in a timely manner. The applications
14 were 34 days late. SB Tech agreed to a monetary
15 settlement a \$4,500.

16 Order 2023-130 is a settlement agreement with
17 TCS John Huxley, wherein the supplier violated the
18 rules for shipping table game equipment. TCX --
19 TCS John Huxley agreed to a monetary settlement of
20 \$1,500.

21 Order 2023-131 is a settlement agreement, NYX
22 Digital Gaming, includes three counts. In Count
23 I, NYX Digital failed to comply with Commission
24 deadlines and failed to submit fingerprints for
25 licensees in a timely manner. In Count II, NYX

1 Digital failed to file a level one license
2 application in a timely manner. The application
3 was 64 days late. In Count III, NYX Digital
4 failed to file a level one license application in
5 a timely manner. The application was 81 days
6 late. NYX Digital agreed to a monetary settlement
7 of \$6,000.

8 Order 2023-132 is a settlement agreement with
9 Bally's Evansville and includes three counts. In
10 Count I, Bally's violated the rules and their
11 internal control procedures on the bill validator
12 drop process when an unauthorized person entered
13 the drop zone. In Count II, Bally's violated the
14 rules for electronic gaming device movements when
15 they failed to drop the bill validator box prior
16 to performing an electronic gaming device
17 movement. Bally's also violated the rules for
18 manually paid jackpots when they failed to verify
19 a jackpot payout. In Count III, Bally's violated
20 the rules on live gaming device fills on two
21 occasions. Bally's Evansville agreed to a
22 monetary settlement of \$8,500.

23 Order 2023-133 is a settlement agreement with
24 Blue Chip Casino and includes four counts. In
25 Count I, Blue Chip violated their internal control

1 procedures on the emergency bill validator drop
2 procedures on two occasions. In Count II, Blue
3 Chip allowed a minor to obtain access to The Game
4 Sports Bar, which is a designated gaming area. In
5 Count III, Blue Chip violated the rules for
6 sensitive keys. In Count IV, Blue Chip violated
7 the rules for live gaming devices fills. Blue
8 Chip agreed to a monetary settlement of \$6,500 and
9 the submission of a corrective action plan for
10 Count III, detailing how Blue Chip will address
11 the issues with the sensitive key alarms and
12 ensure the sensitive key box is fully functional.

13 Order 2023-134 is a settlement agreement with
14 Caesars Southern Indiana and includes four counts.
15 In Count I, Caesars Southern Indiana violated the
16 rules for live gaming device fills. In Count II,
17 Caesars Southern Indiana violated the surveillance
18 rules when they experienced a loss of recorded
19 surveillance coverage. In Count III, Caesars
20 Southern Indiana failed to safeguard assets and
21 allowed unauthorized access to the property. In
22 Count IV, Caesars Southern Indiana failed to
23 properly license their power of attorney. Caesars
24 Southern Indiana agreed to a monetary settlement
25 of \$5,500.

1 Order 2023-135 is a settlement agreement with
2 French Lick Resort Casino and includes two counts.
3 In Count I, French Lick failed to notify
4 surveillance when a patron exceeded the multiple
5 transaction log while playing at a table game. In
6 Count II, French Lick violated the rules for the
7 Voluntary Exclusion Program when they failed to
8 properly restrict five participants. French Lick
9 agreed to a monetary settlement of \$6,000.

10 Order 2023-136 is a settlement agreement with
11 Hard Rock Northern Indiana and includes four
12 counts. In Count I, Hard Rock violated the rules
13 for electronic gaming devices when they failed to
14 coin test electronic gaming devices on two
15 separate occasions. In Count II, Hard Rock
16 allowed a minor to obtain access to the gaming
17 floor. In Count III, Hard Rock violated the rules
18 for live gaming device fills. In Count IV, Hard
19 Rock violated the rules of the vendor log. Hard
20 Rock Northern Indiana agreed to a monetary
21 settlement of \$7,600.

22 Order 2023-137 is a settlement agreement with
23 Harrah's Hoosier Park and includes two counts. In
24 Count I, Hoosier Park allowed a minor to obtain
25 access to the gaming floor. In Count II, Hoosier

1 Park violated the rules for sensitive keys.
2 Harrah's Hoosier Park agreed to a monetary
3 settlement of \$6,500 and the submission of a
4 corrective action plan for Count II, addressing
5 the ongoing sensitive key failures, as well as
6 ensuring they have internal controls in place to
7 comply with Commission regulations.

8 Order 2023-138 is a settlement agreement with
9 Hollywood Lawrenceburg and includes two counts.
10 In Count I, Hollywood violated the rules for
11 electronic gaming devices when they allowed
12 multiple electronic gaming devices to be placed
13 into service without a software verification being
14 performed by Commission gaming agents. In Count
15 II, Hollywood violated the electronic gaming
16 device progressive surveillance rules when
17 multiple electronic gaming devices were placed
18 into service without dedicated coverage on the
19 progressive. Hollywood agreed to a monetary
20 settlement of \$15,000.

21 Order 2023-139 is a settlement agreement with
22 Horseshoe Hammond and includes two counts. In
23 Count I, Horseshoe Hammond violated the rules for
24 the soft count room when the room was not properly
25 secured and employees accessing the room failed to

1 properly complete the soft count ingress and
2 egress log. In Count II, Horseshoe Hammond
3 violated the rules for live gaming device fills.
4 Horseshoe Hammond agreed to a monetary settlement
5 \$3,000.

6 Order 2023-140 is a settlement agreement with
7 Horseshoe Indianapolis and includes six counts.
8 In Count I, Horseshoe Indianapolis allowed a minor
9 to obtain access to the casino floor. In Count
10 II, Horseshoe Indianapolis violated the rules for
11 sensitive keys. In Count III, Horseshoe
12 Indianapolis violated the rules and their internal
13 control procedures for the poker room, which
14 included violations for chip storage, maintenance
15 of the chip inventory log, improperly trained
16 staff, a violation of table and credit procedures,
17 even exchange procedures, unsecured funds, and
18 multiple instances where they failed to properly
19 follow procedures for tournament winners in
20 accordance with currency transaction reporting.
21 In Count IV, Horseshoe Indianapolis violated the
22 rules and their internal control procedures for
23 found money and improperly accepted TITO tickets
24 in a live gaming device drop box. In Count V,
25 Horseshoe Indianapolis violated the rules for a

1 live gaming device inventory closers. In Count
2 VI, Horseshoe Indianapolis violated the rules for
3 the vendor log. Horseshoe Indianapolis agreed to
4 a monetary settlement of \$41,000.

5 Order 2023-141 is a settlement agreement with
6 Rising Star, wherein the casino failed to notify
7 the Commission of a sensitive key violation in a
8 timely manner. Rising Star agreed to a monetary
9 settlement of \$1,500.

10 Order 2023-142 is a settlement agreement with
11 Bally's Interactive, LLC, doing business as Bally
12 Bet, wherein Bally Bet failed to notify the
13 Commission of multiple terminations in a timely
14 manner. Bally Bet agreed to a monetary settlement
15 of \$4,500.

16 Order 2023-143 is a settlement agreement with
17 Betfair Interactive US, doing business as FanDuel
18 Sportsbook and includes six counts. In Count I,
19 FanDuel failed to properly restrict sports
20 wagering prohibited participants. In Count II,
21 FanDuel failed to notify the Commission of
22 numerous terminations in a timely manner. In
23 Count III, FanDuel failed to comply with
24 Commission deadlines and failed to submit
25 fingerprints for licensees in a timely manner. In

1 Count IV, FanDuel failed to submit a level one
2 license application to the Commission in a timely
3 manner. The application was 84 days late. In
4 Count V, FanDuel failed to timely and
5 appropriately respond on numerous occasions to the
6 Commission during an investigation and supply the
7 requested information. The Commission's
8 investigation found that FanDuel failed to comply
9 with Commission rules with regard to funding
10 wagering accounts. Eight individuals were able to
11 utilize the Arizona Federal Credit Union card
12 belonging to a retired public servant and his
13 spouse and conducted deposits and wagering with a
14 credit card that did not belong to them. The
15 Commission confirmed that the individuals from
16 whom these funds were fraudulently taken have
17 indicated great harm as a result of these
18 activities. FanDuel agreed to a monetary
19 settlement of \$110,000. A settlement agreement
20 was presented to the Commission at the June 15,
21 2023 Commission meeting for FanDuel, which was not
22 acted upon. The Commission instead directed staff
23 to engage with FanDuel further on this matter.
24 These conversations led to additional actions by
25 FanDuel regarding fraudulent activity, and we

1 believe important steps have been taken to deter
2 fraudulent activity on the FanDuel platform as a
3 result of the IGC's continued focus on the issue.
4 In your confidential meeting documents, FanDuel
5 has presented legal opinions on this matter and
6 provided the due diligence they have done since
7 the June Commission meeting. The FanDuel
8 settlement being presented today includes five of
9 the six counts from the June settlement agreement.
10 Commission staff is holding one count as it
11 relates to account funding, while we further
12 review sports wagering account funding and develop
13 a comprehensive approach to the issue. Staff
14 recommends approval of this settlement.

15 Order 2023-144 is a settlement agreement with
16 Seminole Hard Rock Digital and includes two
17 counts. In Count I, Hardrock Digital failed to
18 notify the Commission of multiple terminations in
19 a timely manner. In Count II, Hard Rock Digital
20 violated the rules and their internal control
21 procedures for the "know your customer" procedures
22 and for verification of a patron. Hardrock
23 Digital agreed to a monetary settlement of \$3,000.

24 Order 2023-145 is a settlement agreement with
25 Unibet Indiana, wherein Unibet failed to properly

1 restrict sports wagering prohibited participants.

2 Unibet agreed to a monetary settlement of \$5,000.

3 Order 2023-146 is a settlement agreement with
4 WSI US, LLC, doing business as WynnBet, wherein
5 WynnBet violated the rules on prohibited
6 participants by issuing marketing to a prohibited
7 participant. WynnBet agreed to a monetary
8 settlement of \$23,000.

9 Order 2023-147 is a settlement agreement with
10 Boyd Gaming Corporation, wherein Boyd failed to
11 notify the Commission of licensed position --
12 licensee position changes in a timely manner.
13 Boyd agreed to a monetary settlement of \$3,000.

14 Relevant details for each settlement
15 agreement have been provided in your meeting
16 materials. Each settlement agreement will also be
17 available on the Commission's website following
18 the meeting.

19 Mr. Chair, this concludes my presentation.

20 CHAIRMAN THOMPSON: Thank you, Ms. Bunton. I
21 just wanted to reiterate and point out that the
22 June 15th meeting, we did table the FanDuel
23 settlement. And I wanted to thank staff for the
24 continued efforts in renegotiating -- all staff,
25 your compliance staff as well as our senior staff

1 here.

2 Commissioners, do you have any questions
3 about that particular tabling and recommitment to
4 move today?

5 If there are none, then I'm going to move
6 that -- have someone move us that orders 2023-121
7 through 2023-147. Is there a motion for their
8 approval?

9 COMMISSIONER DUDICH: So move.

10 CHAIRMAN THOMPSON: Is there a second?

11 COMMISSIONER FINE: Second.

12 CHAIRMAN THOMPSON: Motion and a second. Any
13 questions or thoughts about that?

14 Hearing none, all those in favor of the
15 motion signify by stating aye, please.

16 (Chorus of ayes.)

17 CHAIRMAN THOMPSON: Those opposed, same sign.

18 Hearing none, that motion is approved.

19 MS. BUNTON: Thank you.

20 CHAIRMAN THOMPSON: Thank you very much.

21 Ms. Violi, are you ready for the occupational
22 licenses?

23 MS. VIOLI: Good morning, Commissioners.

24 CHAIRMAN THOMPSON: Good morning.

25 MS. VIOLI: You have before you Order

1 2023-148 concerning the felony waiver application
2 of Frank Zampese. An individual who has been
3 convicted of a felony may not be granted an
4 occupational license; however, an applicant who
5 has been convicted of a felony may request a
6 waiver if he establishes, by clear and convincing
7 evidence, that he has been rehabilitated. Mr.
8 Zampese provided testimony about his
9 rehabilitation, demonstrated ownership with past
10 mistakes, demonstrated that this was an isolated
11 incident, and showed that he successfully
12 completed probation. Detailed information
13 regarding this order is contained in your
14 confidential Commission materials. Adopting
15 staff's findings and recommendations would have
16 the effect of granting Mr. Zampese's felony waiver
17 application.

18 CHAIRMAN THOMPSON: Thank you very much on
19 that. Is there a motion on Order 2023-148?

20 COMMISSIONER DUDICH: Move for approval.

21 CHAIRMAN THOMPSON: Second?

22 COMMISSIONER WILLIAMS: Second.

23 CHAIRMAN THOMPSON: A motion and a second.
24 Any questions? All those in favor of the motion
25 signify by stating aye, please.

1 (Chorus of ayes.)

2 CHAIRMAN THOMPSON: Opposed, same sign.

3 Motion is approved.

4 MS. VIOLI: Next you have before you Orders
5 2023-149 through 2023-153 concerning applications
6 for an occupational license to work for Indiana
7 licensees. With regard to these orders,
8 applicants failed to disclose their complete
9 criminal history and/or had a felony conviction
10 and, therefore, failed to meet the established
11 standards for licensure. The applicants were
12 given an opportunity to withdraw their
13 applications for consider -- from consideration,
14 but failed to do so. Detailed information
15 regarding these orders is also contained in your
16 confidential Commission materials. And approving
17 orders 2023-149 through 2023-153 would have the
18 effect of denying these applications.

19 CHAIRMAN THOMPSON: Any other questions of
20 Ms. Violi on those? Is there a motion on Orders
21 2023-148 through 2023-153?

22 COMMISSIONER FINE: Move for approval.

23 MS. VIOLI: Oh, I'm sorry, just to correct.
24 2023-149.

25 CHAIRMAN THOMPSON: 149. Yes. My apologies.

1 Correct that for the record, please. Can you go
2 forward with the motion --

3 COMMISSIONER FINE: Yeah, move for approval
4 of 2023-149 to 2023-153.

5 CHAIRMAN THOMPSON: With the exception of
6 that correction. And who will second it?

7 COMMISSIONER COHEN: Second.

8 CHAIRMAN THOMPSON: Motion has been seconded.
9 All those in favor of the motion, signify by
10 saying aye.

11 (Chorus of ayes.)

12 CHAIRMAN THOMPSON: Those opposed, same sign.
13 Hearing none, the motion is approved.

14 MS. VIOLI: Thank you. Next and lastly, you
15 have before you Orders 2023-154 through 2023-160
16 concerning settlement agreements between
17 Commission staff and occupational licensees. In
18 lieu of disciplinary action, Commission staff
19 offered each of these licensees a settlement
20 agreement that would have them agree to an unpaid,
21 voluntary relinquishment of their occupational
22 license for a period of regularly scheduled
23 working days with no vacation or other time --
24 paid time off to be used. Each of these licensees
25 has agreed to the terms of the settlement

1 agreements. And detailed information regarding
2 each of these matters is contained in the
3 confidential Commission materials that have been
4 provided to you. Approving Orders 2023-154
5 through 2023-160 would have the effect of
6 ratifying the agreements with the occupational
7 licensees.

8 CHAIRMAN THOMPSON: Is there a motion on
9 orders 2023 through one -- 154 through 2023-160?

10 COMMISSIONER WILLIAMS: I'd make that motion.

11 CHAIRMAN THOMPSON: Is there a second?

12 COMMISSIONER DUDICH: Second.

13 CHAIRMAN THOMPSON: Any questions?

14 All those in favor of the motion, please
15 signify by stating aye.

16 (Chorus of ayes.)

17 CHAIRMAN THOMPSON: And any opposed? Motion
18 carries. Thank you very much, Ms. Violi.

19 MS. VIOLI: Thank you.

20 CHAIRMAN THOMPSON: Ms. Bunton? As you know,
21 a few meetings ago, I had requested that
22 department heads give us a little presentation so
23 that we can dig a little deeper and we have a
24 little better public understanding of these
25 matters. And I appreciate you're indulging the

1 Chair with that request. It's been very helpful
2 to me, very informative to me. And I think the
3 staff has appreciated --

4 MS. RESKE: Yes.

5 CHAIRMAN THOMPSON: -- the opportunity to
6 participate in that. So do you have anything else
7 to say, Ms. Director or Deputy Director?

8 MS. RESKE: No, I -- just to reiterate:
9 Staff has very much appreciated the opportunity to
10 discuss what they do. Not only in the interest of
11 transparency, but also because I think we're
12 pretty proud of our work product.

13 CHAIRMAN THOMPSON: And with that, I'm
14 looking forward to that presentation. But I
15 wanted to reiterate, when our former presenters
16 talked about the confidential information that was
17 sent, I had general counsel speak on that at the
18 last Commission meeting, we understand that
19 sometimes there's some personnel matters that we
20 don't disclose to the public. But there's nothing
21 that's hidden behind that curtain that we are
22 afraid to disclose. In fact, we're trying to be
23 as transparent as possible. Another reason for
24 having these presentations is so that our public
25 can have a better understanding of the workings of

1 the Commission. Ms. Bunton.

2 MS. BUNTON: Okay, thank you.

3 All right. I'm here today to give you an
4 overview of the Commission's Compliance Division.
5 And I will also just kind of give a breakdown of
6 what the division does, and also some stats. And
7 then I am going to talk a little bit about the
8 Voluntary Exclusion Program and our Internet Self-
9 Restriction Program.

10 All right. So I kind of broke it down by
11 staff member. So I am the Director of Compliance,
12 and I oversee the overall function of the
13 Compliance Division. Part of my role is to
14 consider reports on the disciplinary matters, as
15 you well know. I do provide recommendations on
16 the formal disciplinary action. Also the
17 process -- all the waiver requests, and then
18 review casino policies and procedures and internal
19 control procedures. I do chair the Compliance
20 Committee, which is made up of members of
21 compliance, our audit staff, our legal staff. We
22 have a member from investigations, and someone
23 from sports wagering, so that we're getting all
24 subject matter experts on that committee to, you
25 know, review all of the violations.

1 I also chair the Gaming Enforcement Best
2 Practices Committee. And that is just a group
3 where we -- we instituted best practices for all
4 of our gaming agents back in 2019. And so after a
5 couple years, we decided it was time to revisit
6 those best practices and just make sure they were
7 streamlined and consistent and we could, you know,
8 see what we needed to -- to change up. We just
9 want to make sure every -- we're getting
10 consistent regulation across all the casinos in
11 the state.

12 I also chair the GLI Working Group. GLI is
13 one of our independent gaming labs that does all
14 the certification testing for slot machines and
15 sports wagering. And so we -- we work closely
16 with them on any issues that we come across. I do
17 note -- negotiate the settlements for disciplinary
18 matters that were recommended by the Compliance
19 Committee. I dropped all the settlement
20 agreements, oversee all new casino projects and
21 any transition projects, provide informal support
22 to the casino staff and the gaming agents. And
23 then facilitate any review of new technology
24 requests that are being made by the casino. And
25 then assist the deputy director and -- with the

1 IGC responsible gaming initiatives, and then also
2 support executive staff as needed.

3 I have two Assistant Director of Compliance
4 team members on my staff. The first one is Dan
5 Shelton. Sorry, my notes are upside down. I
6 can't read that. And he provides -- right now he
7 provides support to both the Compliance and Sports
8 Wagering Divisions. He facilitates all review and
9 approval of the sports wagering independent
10 certification letters. And he also does the
11 retail sports wagering internal controls. He does
12 provide feedback on the mobile side of sports
13 wagering, just as needed. And then he also
14 currently reviews and approves mobile gaming, the
15 mobile sports wagering promotions. He is also a
16 member of Compliance Committee and the GLI working
17 group. And he also does review and approve any
18 live streaming blogger requests we get from the
19 casinos. And then he assists -- assists me with
20 facilitating casino request interviews as well.
21 And then provides support and backup to all
22 members of the Compliance Division.

23 The other Assistant Director of Compliance is
24 Jeff Ware, and he is really the table game subject
25 matter expert. So he oversees all table game

1 regulation. He reviews the table game rules and
2 internal controls. And he does any new table game
3 requests we receive, all like the gaming
4 equipment, so chips, cards, dice, he's going to
5 review all those designs, schematics, samples. He
6 also takes care of any of the table game shipments
7 when the suppliers are shipping product to the
8 casinos. He also is a member of the Compliance
9 Committee. He also prepares the Compliance
10 snapshot, and provides support as necessary to
11 other members of the division.

12 I also have an Electronic Gaming Device
13 Manager. He is -- which is J.P. Mattingly. He is
14 a subject matter expert for electronic gaming
15 devices. He maintains our electronic gaming
16 device system, which is a database we use to
17 catalogue all our regulatory -- regulated
18 electronic gaming device equipment. The GDS also
19 tracks EGD inventory, shipments, conversions,
20 movements on casino floor. But he does facilitate
21 all and review all of the -- the casino
22 independent gaming lab certification letters for
23 slot machines. He provides daily informal support
24 to the casinos and suppliers. And then just to
25 kind of demonstrate how much we get -- how much

1 work there is with slot machines, electronic
2 gaming devices do account for approximately 81
3 percent of the statewide casino win.

4 We also have a Promotions Coordinator, Tracy
5 Sanders, and she facilitates the review and
6 approval of all the casino promotions, including,
7 but not limited to, tournaments, drawings,
8 giveaways, event notices, and just general
9 promotions. She also provides support as
10 necessary to the division. And she reviewed
11 approximately 1,782 promotion and tournament
12 submissions in fiscal year 2023.

13 And the last staffer I have is a Responsible
14 Gaming Coordinator, which was Stephanie Gardner.
15 Greg did mention she's transitioning, but as of
16 right now, she's still the coordinator. She's our
17 subject matter expert for the Voluntary Exclusion
18 Program and Internet Self-Restriction Program.
19 She does maintain the databases for VEP and ISRP.
20 She performs all daily tasks for both exclusion
21 programs, which includes data entry, facilitating
22 enrollments and removals at the Indianapolis
23 office, daily communication with excluded
24 individuals and -- and casino employees, and also
25 the gaming agents. She does process the VEP

1 forfeitures, and then facilities the review and
2 response of all casino patron complaints. And she
3 just provides support as necessary as well.

4 So, some of the statistics for the division
5 for -- this is all for fiscal year 2023. So we
6 did 46 waiver recommendations, and we did 290
7 disciplinary action recommendations. Reviewed
8 four new table games. We granted permanent
9 approval for five new table games. As far as
10 shipments and layout schematics approved for table
11 games, we did 324. EGD movements approved 794.
12 And then EGD shipments approved was 2,007. We did
13 971 independent lab certification letters, that
14 would be for slots and sports wagering both, with
15 the -- the majority of those are slot machine
16 letters. Casino patron complaints, we had 121.
17 We enrolled 470 new people into the Voluntary
18 Exclusion Program. We've had 250 removed.
19 Forfeitures, we did around 54 forfeitures, which
20 is roughly around \$147,000. And then we added 105
21 new members to ISRP, which is the Internet
22 Self-Restriction Program. And then we removed 12
23 of those participants.

24 Some new projects that the division is
25 working on right now: We are finalizing the

1 development of an updated IGC exclusion databases.
2 So currently our -- we do have a current database
3 that only does the VEP. So this database is being
4 updated to include all of our exclusion programs,
5 including VEP, ISRP, and the statewide exclusion
6 program that legal lists -- that legal handles.
7 So I think everyone will be happy with that new
8 product. And once we get it out, which we're
9 hoping in the next couple of months, we'll get
10 that rolled out.

11 As I said earlier, we are conducting a review
12 of the Gaming Enforcement Best Practices with the
13 Best Practice Committee, working closely with the
14 audit division and executive staff in Terre Haute
15 on their anticipated opening next year. And then
16 developing an IGC request portal with the IT
17 department. And that's basically going to be a
18 one-stop shop for all the requests that come into
19 the Commission from the casinos and the sports
20 wagering operators so that it's all funneling into
21 one location.

22 Also, working with the Enforcement Division
23 to integrate regulatory reports into the new case
24 management system. And then finalizing a
25 responsible gaming audit for the sports wagering

1 operators.

2 I'm not going to go in too much detail on all
3 these stats; I'll let you all just look at that
4 later. And if anyone in the audience wants a
5 copy, they can ask, I will be happy to provide it
6 afterwards.

7 But just to give you -- this is -- this is
8 kind of from our snapshot, which the snapshot is
9 by calendar year. So basically, we do the
10 snapshot. Internally, we use it for a lot of
11 different avenues for us, but it's basically
12 examining a breakdown of all the incident reports
13 that our gaming agents do at each property. And
14 it just helps give us an analysis of the type of
15 violations that are happening across the state and
16 trends and that such. So I gave you -- oh, let me
17 go back around. Didn't mess it up. Okay, this is
18 a breakdown of just like the total reports done in
19 2022. And the break, like showing where
20 they're -- the bulk -- where each report's
21 breakdown was for each property. And then here,
22 this just shows the breakdown by department. So
23 we -- we kind of just like make the department
24 like segregate out the different departments so we
25 can kind of see where the issues kind of lie.

1 And then -- so in each of these departments,
2 it's -- I'm just going to kind of tell you like
3 these are some violate -- these are some of the
4 reports you might see. Some of them are
5 violations. Some of them are audits, you know,
6 but they're -- they're part of like the best
7 practices, they have to do certain audit reports
8 and things of that nature, but a lot of them are
9 violations. So I'll just kind of give you a cliff
10 notes version of things you might see in each of
11 those departments.

12 So for cage, you might see variance reports,
13 variance violations. And MTL/CTR violations,
14 which is multiple transaction log and the currency
15 transaction reporting. Failure to safeguard
16 assets, or, you know, failure to prepare table
17 fills properly.

18 For currency collection, that's the dropping
19 count process, and you could see, you know, an
20 unsecured bill validator box, patrons in the drop
21 zone, staffing violations on the drop, failure to
22 verify a bill validator box during the count
23 process, failure to follow an approved drop route,
24 a variance in the count room, violations of the
25 count room log. And then like they all have to

1 wear jumpsuits, so failure to wear the proper
2 attire or the jumpsuit, and any like unauthorized
3 access to the count room.

4 For licensing, it could be failure to display
5 badge, failure to return badge, failure to update,
6 failure to renew license, failure to timely notify
7 a term or separation, and prohibited activities,
8 which could be like a licensee placing a wager.

9 Minors, it's pretty straightforward. It's
10 just getting onto the casino floor.

11 Security, we have failure to notify of a
12 criminal activity or regulatory violation to the
13 gaming agents, vendor log violations, or casino
14 entrance violations, or just improper security
15 procedures.

16 For sensitive keys, we have keys being taken
17 off property, keys left unsecured, keys not
18 returned to the key box in an appropriate manner,
19 improper custody of the keys, failure to maintain
20 the key box, or failure to adhere to key alerts
21 that come from the key box.

22 For the slot department, we have manually
23 paid jackpot violations, machine entry log
24 violations, open door violations, failure to coin
25 test, progressive EGD without surveillance

1 coverage, or like unapproved EGD movements.

2 For sports wagering, we have -- you can have
3 mobile application malfunctions, you could have
4 retail sportsbook audit reports, sportsbook
5 variances, we have our prohibited participant
6 audit reports, you get duplicate account
7 violations, unapproved events, know your customer,
8 patron verification, account funding. These are
9 all things we've seen, you know, recently.

10 For surveillance, you have cameras outages,
11 camera malfunctions or equipment malfunctions,
12 failure to have adequate coverage, or just failure
13 to notify surveillance.

14 For table games, you could have dealer
15 errors, incorrect payouts, missing cards,
16 unsecured dice or cards, table fill violations,
17 gaming equipment inspections, incorrect table
18 closers, TITO's in a table game drop box, or
19 progressive incrementation violations, or failure
20 to safeguard assets.

21 For VEP, we would -- there are DOC reports on
22 just when a VEP gets on property, if there's a VEP
23 forfeiture, if the casino would pay out winnings,
24 direct mail violations, marketing violations, if
25 they would pay out -- do a credit card or cash

1 advance to a VEP, or failure to notify VEP's
2 presence on the gaming floor, or we also do VEP
3 audits as well.

4 Okay. So I'm going to talk a little bit
5 about our exclusion programs. Just to kind of
6 give you a quick snapshot of what those look like.
7 So, like I said, we have the two programs, the
8 Voluntary Exclusion Program, and the Internet
9 Self-Restriction Program.

10 So the Voluntary Exclusion Program is
11 governed by Indiana statute 4-33, and then 68 IAC
12 6-3. The VEP did go into effect on July 1, 2004.
13 The program is confidential and it allows
14 individuals to self-exclude from all the Indiana
15 casinos with just one form. And currently, they
16 have to do these forms in person and witnessed by
17 an IGC designee. An individual can select one
18 year, five years, or a lifetime on the voluntary
19 exclusion program. And it does apply to all
20 Indiana casinos, the Four Winds South Bend casino,
21 retail sportsbooks at the casinos, off-track
22 betting facilities that offer sports wagering, and
23 mobile sports wagering.

24 The sign-up locations for VEP are at an
25 Indiana casino at the gaming agent, at the IGC

1 office in Indianapolis by appointment, at a
2 designated problem gambling treatment provider,
3 or -- and then once we roll out our new IGC
4 exclusions database, individuals are now going to
5 be able to sign up online with an identity
6 verification check.

7 So we've tried to evolve this over the years,
8 so when we first rolled out, it was just, you
9 know, at the casino with the agent, or the
10 Indianapolis office, and we're kind of -- in
11 Indianapolis you're bound by the hours, right? So
12 we -- over time we were able to add the problem
13 gambling treatment providers, and then that was
14 one thing we really want to do when we added our
15 new database was to be able to incorporate the
16 online piece as well. Now, if they don't pass
17 identity verification, they'll have to go do it in
18 person, so...

19 So for casino and sports wagering
20 responsibilities, as it relates to the VEP, they
21 have to have a process for flagging all the VEP's,
22 and then they have to refuse wagers and deny
23 gaming privileges to the VEP participants. And
24 they need to ensure VEP participants are not
25 marketed to, and that they don't receive any

1 direct mail. And they have to scrub all of the
2 VEP participants from their marketing list within
3 45 days of enrollment. They also do not have any
4 check cashing or credit privileges, and then they
5 have to maintain the confidentiality of the VEP's.

6 Following enrollment in the VEP, a patron --
7 oh, this is for sports wagering, just should
8 reference. Following enrollment in the VEP, a
9 patron will be allowed to withdraw full monetary
10 amount remaining in their sports wagering account,
11 provided that the sports wagering operator
12 acknowledges that the funds have been cleared.
13 And then sports wagering operators, they have to
14 cancel any wagers made by a prohibited participant
15 and refund the amount of wager to them. So that's
16 a little bit different than the forfeitures that
17 we do at the casinos.

18 Assets in sports wagering accounts at the
19 time of enrollment may be collected pursuant to
20 the policies of each sports wagering operator. So
21 failure to comply with any of these could result
22 in disciplinary action.

23 The VEP's responsibilities, they have to
24 complete the form of their own free will, they
25 cannot be under the influence of any alcoholic

1 beverages, controlled substances, or prescription
2 medication. They acknowledge and agree to not
3 enter the Indiana casinos, South Bend, or
4 participate in sports wagering on the form. And
5 then they also agree to forfeit any jackpot or
6 thing of value won as a result of a wager at an
7 Indiana Casino.

8 For removal, you -- a VEP can request removal
9 from the program, as long as the length of
10 exclusion has expired. A lifetime participant at
11 this time cannot be removed.

12 So here are just some stats on VEP, and
13 you'll notice these are glaringly different from
14 ISRP, but there's a big difference in the length
15 of these programs. So these are the numbers from
16 inception, and they're like pulled around
17 September 9th, around there.

18 So right now we have around 6,248 individuals
19 on the VEP, and over time, we've removed about
20 4,287. Now, I will say, just to caveat this, that
21 a lot of people sign up and remove multiple times.
22 So that's not probably a straight 4,200 people.

23 For age summary, VEP, you know, trends at a
24 higher -- higher age range. And then for state's
25 summary, I mean it's -- the bulk of the people

1 are, obviously, Indiana and the surrounding
2 states.

3 For gender summary, obviously the breakdown
4 here is gonna be a little bit more even, unlike
5 ISRP, but -- so we have about 58 percent male and
6 42 percent women.

7 And then the length of exclusion, it's around
8 40 percent for one year, 25 percent for five
9 years, and 35 percent for a lifetime.

10 So for the Internet Self-Restriction Program,
11 it's governed by Indiana statute 4-38 and 68 IAC
12 27-13. It went into effect September 1, 2019, and
13 it applies to mobile sports wagering only.
14 Individuals can sign up for ISRP on the
15 Commission's website. So we already have an
16 online piece for ISRP. And individuals for this
17 program can sign up for one or five years. And
18 then individuals also must pass an identity
19 verification check.

20 So I just want to mention that we -- we
21 really took responsible gaming and having an
22 exclusion program very seriously when we rolled
23 out sports wagering. We'll thank Sarah Tate for
24 that since I know she's here. So it was really,
25 really important to the Commission that we be

1 ahead of the game when it comes to that. So we
2 were the first jurisdiction in the nation to
3 launch a sports wagering exclusion program prior
4 to the rollout of sports wagering. So I think
5 we're all pretty proud of that.

6 And then the sports wagering operator
7 responsibilities. Sports wagering operators have
8 to ensure that ISRP participants are restricted
9 from wagering. They have to ensure ISRP
10 participants are not marketed to or receive direct
11 mail. And same as VEP list, have to be scrapped
12 within 45 days. And then we want to make sure
13 they maintain confidentiality of these
14 participants. They are -- and then the sports
15 wagering operators also have to acknowledge that
16 they are responsible for the actions of their
17 third party business partners and contractors as
18 it relates to the prohibited participants and
19 ISRP. And then we also require them to offer a
20 self-exclusion program specific to their -- their
21 operation only. And then failure to comply, you
22 know, may result in disciplinary action on those
23 things as well.

24 For ISRP removal, it's the same as the VEP,
25 they are eligible for removal once their exclusion

1 expires.

2 And so for ISRP, we currently have 221 people
3 enrolled, we've removed 19. So as you'll see the
4 gender breakdown, it's predominantly male. And
5 then it's predominately younger individuals. And
6 then for the states, it's predominantly Indiana,
7 with, you know, then a little outline -- a few
8 outliers here and there.

9 Just to kind of compare, just to kind of show
10 you a side-by-side comparison of VEP and ISRP.
11 So, for the age, you'll see, obviously, that ISRP
12 runs very, very young, and VEP's a little bit more
13 stretched out, but it runs towards a more older
14 crowd, which is just the difference in casino
15 gaming versus sports wagering.

16 And then comparison of gender. You know, on
17 VEP it's pretty -- casino gaming it's kind of --
18 there's a lot more females, it's more even. But
19 ISRP definitely mostly men on that.

20 So we do require some responsible gaming
21 requirements for sports wagering. And one of
22 those is that they have to have a responsible
23 gaming web page. And it has to have all this
24 information. We do require them to have the
25 message about the gambling hotline number to be

1 predominantly listed on their web page. And we
2 also require a direct link to Indiana Gambling
3 Help, which is the Commission's responsible gaming
4 Problem Gambling website. And they have to also
5 dedicate, you know, resource -- show resources
6 for -- internet resources to help people with --
7 that might have potential gambling problems.

8 We also require a link to ISRP. And we do
9 ask them, even though it's not -- I don't think
10 it's written directly in the rule, but we do
11 require them -- we have them put the link to the
12 VEP as well. And then we make sure they have a
13 clear statement about their policy and commitment
14 to responsible gaming, along with a link to their,
15 you know, operator self-exclusion program.

16 So for options for help, we have --
17 obviously, we have the FSSA has the referral
18 hotline. They also have a texting component where
19 you can text I-N-G-A-M-B to 53342, which will help
20 get you hooked up with a counselor and get you
21 help.

22 And then we have our, as I said, this is the
23 Commission website, Indiana Gambling Help. And
24 there are links on that site that will -- could
25 lead someone to a counselor or the two programs

1 that we do, and then any problem gambling
2 resources. It also will lead to a self-assessment
3 test to kind of identify if you may have a
4 problem. And then the hotline as well.

5 And lastly, I just kind of want to mention, I
6 know that Asher was here earlier this year and
7 talked about the problem gambling campaign that we
8 do. So this is just -- you know, that is a social
9 media campaign that we use to drive individuals to
10 a certain target age group, and then we -- we want
11 to drive them to our Indiana Gambling Help
12 website. And then we look at that research and
13 that data. And so these are some -- these are
14 some of the ads that we've used. And we are
15 planning on launching a new campaign soon right
16 here with -- to correlate with football season.
17 And then we are also going to start doing a new
18 research project as well in line with that. Now
19 I'm just gonna say, I forgot the dollar. Do you
20 know the dollar?

21 MS. RESKE: The program we're launching now
22 is going to be \$650,000 this year, and then
23 another \$650,000 next year.

24 MS. BUNTON: Thank you. That concludes my
25 presentation.

1 CHAIRMAN THOMPSON: Thank you so much, Ms.
2 Bunton. You know, oftentimes you just go "Who
3 knew?" right, behind the scenes, how much really
4 goes on. In this highly regulatory industry,
5 compliance is critical. So you look at the book
6 cover and you don't know, right?

7 MS. BUNTON: Right.

8 CHAIRMAN THOMPSON: But when you dig down
9 deep, there are lots of things that are there. I
10 know that our Commissioners are delighted to hear
11 more about it. I know there may be a couple of
12 questions percolating, I think one we chatted
13 about generally about how the fines are
14 established and in accordance with what rules.
15 And, I don't know, Dennis, you wanted to comment
16 on -- on that in terms of legislation and how
17 those things are determined. Because you can see
18 how they vary.

19 MS. BUNTON: Yes.

20 CHAIRMAN THOMPSON: And -- and they're not
21 arbitrary.

22 MS. BUNTON: Right, right, no.

23 MR. MULLEN: Sure. Sure, Chairman, I'd be
24 happy to address the question. And I think
25 Director -- Director Bunton did a good job giving

1 background on how we arrive at -- we hear about
2 these settlements every quarterly business
3 meeting, there's a lot that goes into them.
4 There's a lot of consideration and deliberation
5 amongst staff. There's also discussion with the
6 licensees, whether it's a supplier, a casino
7 licensee, or one of our new sports wagering
8 operators. The Commission has always operated on
9 a fine schedule, in sort of an objective way to
10 get us to a starting point, all the fines are the
11 same. We have to acknowledge all of our operators
12 are a little bit different, so we start at the
13 same place, we engage in discussions with the
14 industry, and we arrive at an agreed-upon
15 settlement, if it's -- if it's appropriate. And
16 then they're presented to you all for -- for final
17 ratification. You mentioned legislative change.
18 That is -- that did occur this last session, and
19 regulatory agencies, such as the Gaming Commission
20 and others, are now taking schedules, like we've
21 had in place, and promulgating them into rules.
22 And this will be really good for transparency.
23 And notice, we're also promulgating into rule our
24 procedures, that Director Bunton sort of described
25 and outlined today. I think this all benefits the

1 state of Indiana, it increases the partnership
2 between the Gaming Commission and our operators,
3 our licensees. And we look forward to continuing
4 that dialogue. I'd say look forward to our -- our
5 rule, probably, commencing here in the next few
6 months under the -- the new legislation, and
7 making sure to keep you and the public posted.

8 CHAIRMAN THOMPSON: And it's clear the public
9 should know that these fines go to the general
10 fund. There are -- no one -- no one gets a
11 commission and no one's being able to --

12 MR. MULLEN: Correct.

13 CHAIRMAN THOMPSON: -- operate in a dark room
14 and say we can draw that incentive and make it
15 more difficult than it really, really truly is.
16 Right.

17 Commissioners, any other questions you have
18 of Ms. Bunton?

19 Thank you so much. That was very, very, very
20 informative, and I hope that our public's see that
21 we're trying to be as transparent as we possibly
22 can be.

23 MS. BUNTON: Thank you.

24 CHAIRMAN THOMPSON: Thank you. Do we have
25 another presentation today?

1 MS. RESKE: We do, Mr. Chairman.

2 CHAIRMAN THOMPSON: It's not on my original
3 agenda, but that was told to me.

4 MS. RESKE: Yes, we do. I would like to just
5 share a fun fact about Angela Bunton. She has
6 been with the Commission over 20 years, and she
7 started as our receptionist. Many moons ago, she
8 worked very hard and earned her degree while at
9 the Commission. And as you can see, we entrust
10 her with many, many important things in our
11 agency. And I'm very happy we've been able to
12 create positions and allow her to grow with us and
13 keep her on our team.

14 And another long-term employee is actually
15 here with us today, Chris Gray. She was a lead
16 auditor with the Commission and then also a
17 director of compliance, and we lost her to her
18 current role where she works throughout the state
19 to engage on responsible gaming initiatives. And
20 we thought it was very appropriate to bring her
21 here today because this is, in fact, Responsible
22 Gambling Awareness month. So welcome, Chris.

23 MS. GRAY: Thank you, Jenny. Good after -- I
24 guess it's still morning. Good Morning,
25 Commissioners and IGC staff. My name is Christina

1 Gray and I am the Executive Director of the
2 Indiana Council on Problem Gambling.

3 The problem that -- the Council was
4 established in 1996 soon after the first casino
5 opened in 1995. The mission statement of the
6 Indiana Council is that we are -- we strive to
7 generate awareness, promote education, and be an
8 advocate for quality treatment of problem gamblers
9 in the state of Indiana. The IGCP (sic), which is
10 our little acronym, does not take a stand for or
11 against legalized gambling, but we advocate for
12 those who have a problem. So we are also an
13 affiliate of the National Council on Problem
14 Gambling.

15 Also, I answer to a board of directors, but
16 otherwise, I am it for the council. So on our
17 board of directors, we have people that are in
18 recovery who have had years of time in recovery.
19 We also have treatment providers, as well as a
20 representative from all the casinos, including
21 Four Winds.

22 Our funding, I receive annual membership
23 support from the casino, and once, again, that
24 includes the Four Winds casino, and also the
25 Hoosier Lottery. One of the grants I receive from

1 the state of Indiana, is \$50,000, and with
2 \$50,000, I have to do advertising, conferences,
3 and provide materials for treatment providers. My
4 -- after you heard what the Commission is
5 getting -- my advertising dollars have gone from
6 \$8,000 to now \$18,000 in the last two years. So
7 my availability to do the ads is very limited. We
8 also have received in the last couple of years
9 donations from DraftKings and Penn Interactive,
10 but I'm not sure how -- you know, year-to-year, if
11 I'm going to be receiving those donations. Our
12 annual budget is \$170,000.

13 What we do. First of all, we do awareness,
14 and I do that through advertising, exhibits,
15 community outreach, and social media. In the
16 advertising, I have recently moved to digital
17 because with digital, I can get numbers, which the
18 legislators evidently adore numbers. And, also,
19 we've -- a little bit on the radio. We exhibit at
20 different conferences throughout the state. One
21 of our big ones is social workers. We also do
22 community outreach, we've gone and talked to some
23 of the counselors at the schools, we've gone to
24 community centers, that kind of thing. I also
25 visit all the casinos, as well as I'm starting to

1 do the off-track betting sites. We are also on
2 social media, we are on Facebook, and now, I
3 guess, it's called X. I'm still trying to get
4 used to that. We also do education twice a year,
5 I have to put on conferences for treatment
6 providers so that they can maintain their CEU's
7 and be able to be certified as treatment providers
8 for problem gambling. I also advocate on the
9 state and federal level. I have been to the state
10 when there has been a bill in regards to gambling.
11 And also recently I've been to Washington DC to
12 visit our federal legislators to do a -- to pitch
13 the GRIT Act, which is a Gambling Addiction
14 Recovery Investment and Treatment Act. And what
15 it would do is ask the federal government for half
16 of the taxes that they get for sports betting to
17 go toward the states, and it would be given out in
18 grants, similar to the alcohol.

19 Finally, numbers -- a little -- few numbers
20 and statistics. The Gambler's Assistance Fund was
21 established with the legislation of casinos. A
22 little over \$3 million per year has been given to
23 the Gamblers Assistance Fund. 20 percent -- now,
24 I am going to put a caveat to this -- I did a
25 records request in 2018, soon after I joined the

1 Council. And I asked how that money was divided.
2 When I received that, from 2013 on, three -- out
3 of that \$3 million, 20 percent was allocated for
4 grants, helpline, and administrative costs, 36
5 percent went to actually treat problem gamblers,
6 44 percent goes for drug and alcohol addiction
7 treatment. In 2019, 3.33 percent of the taxes
8 from sports betting was added to the Gambler's
9 Assistance Fund. Now I think they refer to it as
10 the addiction fund. Of that 3.33 percent, at
11 least 25 has to go to problem gambling. According
12 to the IGC fiscal year 2023 annual report, from
13 September of 2019 through June of 2023, sports
14 betting has paid a little over \$100 million in
15 taxes, with a little over \$3 million going to the
16 addiction fund. Problem gambling got \$800,000 of
17 that.

18 In 2022 -- actually, I will tell you, in 2021
19 the Council dipped into our savings to pay for an
20 adult survey of adults in Indiana, because a
21 survey had not been done on problem gambling since
22 early 2000. We felt it was time to get some
23 numbers about problem gamblers. And it was
24 decided at that time that we would do -- that
25 there would be a survey after that, to kind of

1 capture a little bit more of how -- how it was
2 when we came out of the COVID. So in 2022, a
3 survey of Indiana adults was done, and it was
4 funded by the Indiana Problem Gambling Awareness
5 Program, IPGAP is what we call it. That is also
6 out of IU, as well as Prevention Insights, who is
7 also at IU. And they found that 89.3 percent of
8 the Indiana adults did some type of gambling
9 activity. The most common were lottery, and that
10 includes scratch-off, raffle tickets, and card
11 games. And as Angie pointed out, or Ms. Bunton,
12 males more than females report gambling.
13 18-to-34-year-olds gamble on video game in-app
14 purchases. Anybody familiar with loot boxes and
15 skins? Okay. And then they also do online, which
16 includes sports betting and video games, while
17 35-to-54-year-olds gamble on multiple activities,
18 including online sports betting, table games, and
19 lottery tickets. Approximately 2.3 percent have
20 gambling disorders, based on DSM-V. And only 38.8
21 percent of the population were aware of the
22 helpline number. And only 0.6 percent of those
23 with a problem of gambling sought treatment. This
24 is an issue in Indiana. At least 2.3 had gambling
25 disorders, and yet, .6 percent sought treatment.

1 And as you can tell with the 38.8 percent aware of
2 the helpline number, we need to get the awareness
3 and education out about problem gambling.

4 And I just want to bring up a little thing
5 that I find interesting. Right before I left the
6 Commission, we did the rules for fantasy sports.
7 Now, according to Indiana, fantasy sports is not
8 considered gambling, it is a skilled event. A
9 couple of months ago, the IndyStar had an article
10 regarding a person who embezzled \$40,000 from
11 their employer. And what were they doing, fantasy
12 sports. So I -- I just wanted to point that out,
13 I always have to smile with that.

14 What's next, I feel more awareness, we need
15 to continue with advertisement and community
16 outreach. We need to do more education and
17 prevention, and that needs to -- to happen with
18 discussions with groups and community leaders. We
19 also need to include problem gambling with the
20 school curriculum so that we can prevent problem
21 gambling and gambling, and certification of more
22 treatment providers. We do not have enough,
23 they're overwhelmed now, with all the mental
24 health issues and all of that, because problem
25 gambling treatment providers just don't do problem

1 gambling. They're just like all the other
2 treatment providers, they do a range of treatment
3 providing. And I would really like to have a
4 little help. So I would like to see an increase
5 in the ICPG staff.

6 Finally, problem gambling is a disease, but
7 there is hope in recovery.

8 Thank you very much.

9 CHAIRMAN THOMPSON: Thank you very, very
10 much. If we were going to have a fantasy team,
11 you'd be our quarterback.

12 MS. GRAY: Thank you.

13 CHAIRMAN THOMPSON: Thank you very much for
14 that. Do we contact our congress people about the
15 GRIT Act? And is that intended to be allocated to
16 the states?

17 MS. GRAY: Yes, it would be allocated to the
18 states, much like the alcohol is.

19 CHAIRMAN THOMPSON: Right.

20 MS. GRAY: They're done in -- in grants. And
21 the Act has been all -- has been put together, but
22 they're trying to find another sponsor. Right now
23 there's only one sponsor.

24 CHAIRMAN THOMPSON: I see. I see.

25 MS. GRAY: So, yes.

1 CHAIRMAN THOMPSON: If we can straighten out
2 that part of the government, we'd be all right.
3 We'd get more --

4 MS. GRAY: Yes.

5 CHAIRMAN THOMPSON: -- more sponsors than we
6 need.

7 MS. GRAY: Well, and one of the things -- and
8 I -- and don't think that I don't want to help any
9 kind of person who has any kind of problems, but
10 one thing that didn't -- that I think hurt us when
11 the -- as far as funding is concerned, is when the
12 federal government did grants, a matching grant
13 for substance abuse, and so it was hard for
14 Indiana to say, Okay, we'll give -- we'll give
15 more of that Gambling Assistance Fund to Problem
16 Gambling because they're getting a match. So they
17 -- they have maintained that -- that portion, that
18 44 percent, to substance abuse treatment.

19 CHAIRMAN THOMPSON: Thank -- thank you so
20 much. I -- I spent part of my penance at the
21 Lottery Commission. So I -- I see all sides of
22 where it's still a problem, and it's really up to
23 we, as public servants, to bring these services to
24 those who would abuse the opportunities that they
25 provide.

C E R T I F I C A T E

STATE OF INDIANA)

)

COUNTY OF HARRISON)

I, Sandra D. Aich, CVR-M, court reporter and Notary Public, do hereby certify that the foregoing Indiana Gaming Commission Business Meeting, held on September 15, 2023, in the EB Rhodes Room at the West Baden Springs Hotel, 8538 West Baden Avenue, West Baden Springs, Indiana, commencing at the hour of 11:00 a.m., was taken down by me, and that the foregoing pages 4 through 67 represent a true record of the proceedings had.

This, the 1st day of October, 2023.

Sandra D. Aich

Sandra D. Aich
Notary Public

Notary Public, State at Large

Commission Number: NP0699883

My commission expires: 06/09/25.