

The Swedish Gambling Authority

Duty of care

The Swedish gambling market

A license is required to provide gambling in Sweden

The Swedish Gambling Authority is the authority that licenses and supervises the gambling market

In addition to the licenses that we give, municipalities gives permission to registration lotteries

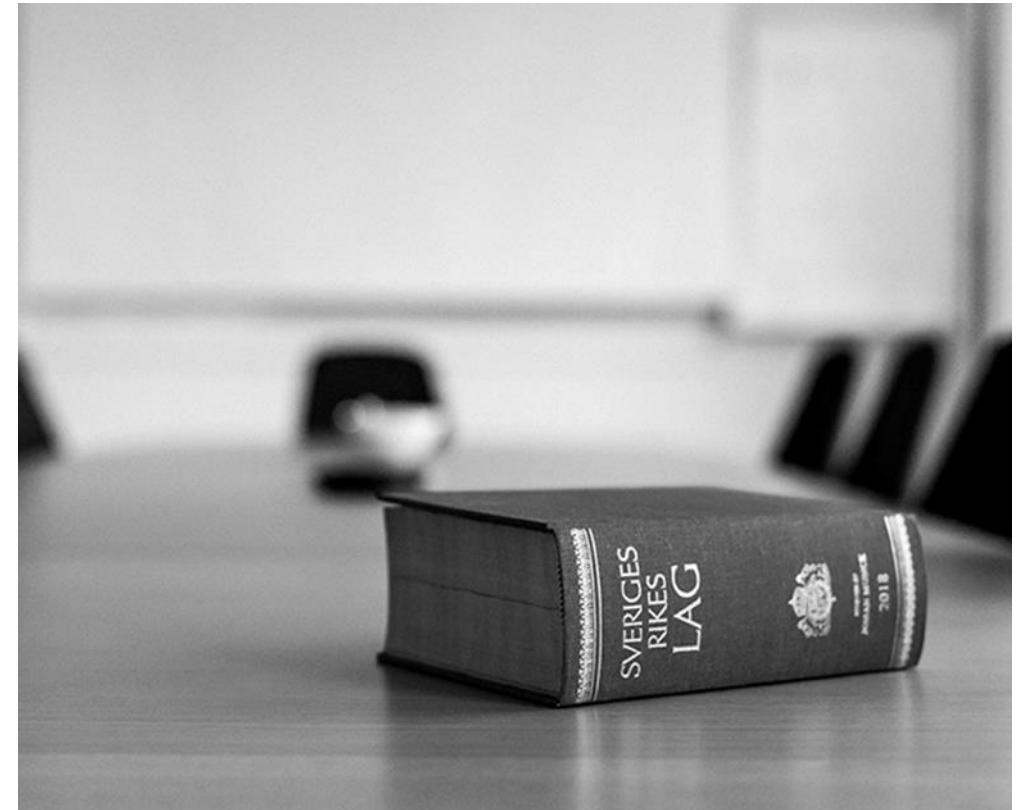


Laws regulating responsible gambling

Gambling law SFS 2018:1138.

Gambling ordinance SFS 2018:1475

Regulations and general advice on responsible gambling LIFS2018:2



Chapter 14. Responsible gambling

Duty of care

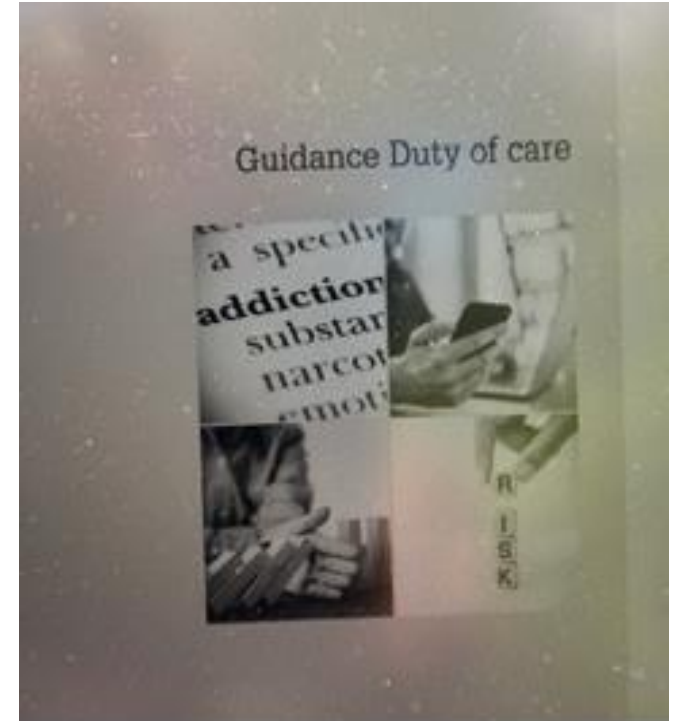
§ 1 A licence holder shall ensure that social and health protection considerations are taken into account in the gambling operations in order to protect players from excessive gambling and help them reduce their gambling when this is called for (duty of care).

The duty of care involves counteracting the excessive gambling through continuous monitoring of gambling behavior.

A licensee shall present in an action plan how this duty of care shall be fulfilled.

Guidance

We produced a guide with examples of how signs of excessive gambling can be identified and what measures the Swedish Gambling Authority expects the licensee to take when gamblers show signs of excessive gambling.



Indicators to pay attention to

- Set limits on deposits (on online gambling)
- Loss limits (on gambling machines)
- Login time (gambling time)
- Gambling behavior and changes in gambling behavior
- Customer interaction



Supervision

Generally there are two reasons to start supervision: either planned supervision or event driven supervision.

Our planned supervision is based on the annual business plan and consists of supervision based on the overall goals of the gambling regulation and our established priority areas.

Event-driven supervision can be initiated after we have drawn attention to risk areas either via tips and complaints received by the authority or via our own external monitoring



Sanctions

The Administrative Court considers it positive, and in accordance with the purposes of the Gambling Act, that (company) has continuously sought to contact the customers in question with reason of their gambling.

“When customers have chosen not to respond to contacts or the pattern of play has not improved, however, the Administrative Court considers that the duty of care, as expressed in Chapter 14. Section 1 of the Gambling Act, cannot be interpreted in any other way than that the licensee has an obligation to voluntarily limit the customer's gambling to counteract the damage such gambling may entail for the individual.”



Thank you for your attention

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