

← COMPARING → REGULATED & UNREGULATED GAMBLING

Regulated online gaming companies ensure that customers are provided with a safe, secure and responsible experience. Combined, SBA member companies have over 200 Responsible Gaming (RG) personnel on staff dedicated exclusively to building and operating RG programs. Meanwhile, unregulated online gaming sites provide ZERO consumer protection in their efforts to extract every dollar possible from their clientele. Below are just a few ways these entities contrast:

REGULATED OPERATORS

- All players must create an account and verify identity and age using multiple factors.
 - A password, facial ID, and/or multi-factor authentication is required for every log-in.
 - Deposits are screened for anti-money laundering purposes.
-
- Every action (deposit, wager, etc.) is recorded as part of the user's play history, for use in addressing responsible gaming issues in real time.
 - RG pop-up messages are regularly sent and customer service will intervene if indications of problem gambling are present.
 - Customers can set limits on amount bet, time spent, and other limits to ensure responsible play.
 - Customers have access to 24/7 helplines and highly effective internal operator support resources.
 - Self-exclusion is enforced across all regulated platforms.
-
- Are overseen by state regulators to ensure compliance and customer safety.
 - Provide extensive RG education to ensure that players make informed decisions and know where to get help if they need it.
 - Customers can always see exactly how much money they have spent, won or lost, and how much time they've spent on the app.
 - Customers always know their personal information and money are safe, and can be easily withdrawn at any time.

VS



AGE & IDENTITY
VERIFICATION



RESPONSIBLE
GAMING (RG)



TRANSPARENCY
& SAFETY

UNREGULATED OPERATORS

- Any person can anonymously bet using crypto or a credit card.
 - Promote predatory marketing to minors
 - ID verification, if any, is mere 'window dressing' and does not prevent underage gambling.
 - No Anti-money laundering protocols in place.
-
- Bets are untracked and can be made anonymously and without oversight.
 - No meaningful RG protocols are available.
 - No trained customer service, interventions or RG messaging.
 - Do not work with state regulators to enforce self-exclusion or account restrictions.
 - Customers are encouraged to deposit and play as much as possible, with no accountability or regard for their well-being.
-
- No regulation by state entities or law enforcement.
 - Operate "above the law" with bases of operation in foreign jurisdictions.
 - Terms of service and game play are intentionally opaque.
 - No guarantee consumer's personal information or money is safe.
 - No integrity monitoring for games or sports.