

99089160261002, 99089160261002

Reporting irregularities at a licensed gambling provider by a company

Heruntergeladen am 12.06.2025

<https://fimportal.de/xzufi-services/126059524/L100027>

Modul	Sachverhalt
Leistungsschlüssel	99089160261002, 99089160261002
Leistungsbezeichnung I	Reporting irregularities at a licensed gambling provider by a company
Leistungsbezeichnung II	
Typisierung	4a - Land: Regelung und Vollzug
Quellredaktion	Mecklenburg-Vorpommern
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sicherheit und Ordnung (089)
Verrichtungskennung	Entgegennahme (261)
SDG-Informationsbereich	Erlangung von Lizenzen, Genehmigungen oder Zulassungen im Hinblick auf die Gründung und

Modul	Sachverhalt
	Führung eines Unternehmens
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	21.06.2024
Fachlich freigegeben durch	Ministry of the Interior, Building and Digitalization Mecklenburg-Western Pomerania
Handlungsgrundlage	https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6a https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6a
Teaser	If you have information about irregularities in an offer or an event of a permitted game of chance on the Internet, you can submit it anonymously.
Volltext	If you, as an employee of a gambling provider, are not satisfied with the outcome of gambling transactions or the service, you can submit a complaint anonymously online. Your complaint could, for example, relate to the following • the amount of deposits/payouts • the way in which your payments were managed • General Terms and Conditions (GTC) • ID verification • Closure of an account • IT problems Information on irregularities in gambling, for example in the areas of horse and sports betting, lotteries, online poker or virtual slot machines, is relevant.
Erforderliche Unterlagen	Optional: supporting documents for the incident (available in various common file formats)
Voraussetzungen	none

Modul	Sachverhalt
Kosten	none
Verfahrensablauf	You can submit a report online or in writing and remain completely anonymous if you wish. If you wish to submit your report online: • Briefly and concisely describe your report on irregularities in permitted gambling in the whistleblowing system. • After sending your report, you will receive a reference number from the system which you can use to send additional information to the competent authority online or by post. • The whistleblower system offers you the option of setting up an anonymous mailbox. The information submitted and any additions will be stored in this mailbox and the competent authority can use it to send you feedback. In principle, you can also submit information informally in writing to the competent authority. https://www.gluecksspiel-behoerde.de/de/ https://www.gluecksspiel-behoerde.de/de/
Bearbeitungsdauer	The processing time is 4 to 8 weeks.
Frist	
weiterführende Informationen	https://www.gluecksspiel-behoerde.de/de/ https://www.gluecksspiel-behoerde.de/de/
Hinweise	
Rechtsbehelf	
Kurztext	• Notification of irregularities at a licensed gambling provider on the Internet by a company; receipt • Companies, employees of the gambling company can report irregularities in permitted gambling. • online and fully anonymous if desired • No police report • The service does not constitute an opportunity to lodge complaints about gambling providers, which can

Modul	Sachverhalt
	be resolved elsewhere and bilaterally. • The following information is helpful: • Amount of deposits/withdrawals • the way in which payments were managed • General Terms and Conditions (GTC) • ID verification • Closure of accounts • IT problems • Responsible: Gemeinsame Glücksspielbehörde der Länder (GGL) from 01.01.2023, until then Landesverwaltungsamt Sachsen-Anhalt via telephone, e-mail or post.
Ansprechpunkt	Joint Gaming Authority of the federal states (GGL) https://www.gluecksspiel-behoerde.de/de/fuer-spielen-de/beschwerden-verstoss-melden https://www.gluecksspiel-behoerde.de/de/fuer-spielen-de/beschwerden-verstoss-melden
Zuständige Stelle	Joint Gaming Authority of the federal states (GGL)
Formulare	
Ursprungsportal	Reporting irregularities at a licensed gambling provider by a company, Unregelmäßigkeiten bei einem erlaubten Glücksspielanbieter durch ein Unternehmen melden