

99089160261001

Notification of irregularities at a permitted gambling provider by the player acceptance

Heruntergeladen am 10.06.2025

<https://fimportal.de/xzufi-services/S1000020010000011973/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99089160261001
Leistungsbezeichnung I	Notification of irregularities at a permitted gambling provider by the player acceptance
Leistungsbezeichnung II	As a player, report irregularities at a permitted gambling provider
Typisierung	4a - Land: Regelung und Vollzug
Quellredaktion	Hamburg
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	<div lang="en-x-mtfrom-de">Gambling</div> , <div lang="en-x-mtfrom-de">gambling event</div> , <div lang="en-x-mtfrom-de">online gambling</div> , <div lang="en-x-mtfrom-de">Anonymous Notes</div> , <div lang="en-x-mtfrom-de">Anonymous whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower gambling</div> , <div lang="en-x-mtfrom-de">Report gambling</div>

Modul	Sachverhalt
	irregularities</div>, <div lang="en-x-mtfrom-de">Notice gambling irregularities</div>
Leistungstyp	
Leistungsgruppierung	
Verrichtungskennung	
SDG-Informationsbereich	
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	24.06.2022
Fachlich freigegeben durch	
Handlungsgrundlage	§§ 6a ff State Treaty on the New Regulation of the Gambling Sector in Germany (GlüStV 2021) < https://www.landesrecht-hamburg.de/bsha/document/jlr-Gl%C3%BCStVtrHA2021pP6a >
Teaser	If you, as a player, have information about irregularities in an offer or event of a permitted game of chance, you can report this to the relevant authority.
Volltext	<p>If you are dissatisfied with a gambling offer, first report this directly to the provider. If you do not receive a response or are dissatisfied with the solution offered, you can submit a complaint or report irregularities. Reports of irregularities in gambling are relevant, for example in the area of horse and sports betting, lotteries, online poker or virtual slot machine games. Your report can, for example, concern the following ambiguities:</p> <ul style="list-style-type: none"> • Uncertainty as to whether you have won • amount of deposits and withdrawals • the way your payments were managed • General Terms and Conditions (GTC) • bonus offers • ID verification • closing your account

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	<ul style="list-style-type: none"> • IT problems • customer service problems
Erforderliche Unterlagen	Optionally, you can provide evidence of the irregularity.
Voraussetzungen	<ul style="list-style-type: none"> • You have verifiable evidence of irregularities in a gambling offer. • You have contacted the provider but were unable to clarify the irregularities.
Kosten	Gebühr: Es fallen keine Kosten an
Verfahrensablauf	<ul style="list-style-type: none"> • You submit your report online or in writing to the responsible authority. <ul style="list-style-type: none"> • If you wish, you can remain anonymous. Please ensure that your information does not allow any conclusions to be drawn about your personal data. • If you use the online service, you will receive a reference number after submitting your tip, which you can use to make additions. • The responsible authority will check your information and - if you provide your contact details - will contact you with further questions if necessary. • The online service offers you the opportunity to set up an anonymous mailbox if you wish. The responsible department can send you feedback or queries in this regard. • If necessary, the responsible authority will initiate further steps. You will not necessarily receive information about the further course of the procedure.
Bearbeitungsdauer	4 - 8 weeks
Frist	Make your report at the earliest if you have not received any response from the provider after a waiting period of 8 weeks or if you are dissatisfied with the result and an alternative dispute resolution body does not produce any result.
weiterführende Informationen	
Hinweise	<ul style="list-style-type: none"> • The online service is a whistleblower system. You cannot file a police report through it. • The Authority for the Interior and Sport (BIS) in Hamburg is responsible for the formal review and

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	approval (accompanying specialist authority in the implementing country). The State Administration Office of Saxony-Anhalt is responsible for the content. The Joint Gambling Authority of the States is responsible for providing information about the online service.
Rechtsbehelf	No
Kurztext	<ul style="list-style-type: none"> • If you are dissatisfied with the gambling offer, you should always contact the provider directly • If the provider does not respond or does not offer an acceptable solution, a complaint or report of irregularities can be submitted to the higher supervisory authority. <ul style="list-style-type: none"> • uncertainty about profit • amount of deposits and withdrawals • the way payments were managed • General Terms and Conditions (GTC) • bonus offers • ID verification • closing the account • IT problems • customer service problems
Ansprechpunkt	
Zuständige Stelle	Department of Home Affairs and Sport
Formulare	
Ursprungsportal	Hamburg Service, Hamburg Service (Currently this link is only available in german)