

Standard report for inspection standards for lotteries

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**Information  
about the licence  
holder**

Name

Address

Zip code and city

Contact person

E-mail address

Phone number

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**Inspection date**

Previous inspection:

**Current inspection:**

Expected date for *next* in-  
spection:

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**Information  
about the inspec-  
tion organisation**

Name

Address

Zip code and city

Contact person

E-mail address

Phone number

Link to accreditation

Alternatively, documentation for a valid accreditation can be provided as an appendix to the standard report.

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**The inspection  
organisation's  
supplier**

Information in this section shall only be provided if the testing organisation uses a supplier.

Name

Address

Zip code and city

Employees shall ensure, that inspection is done to professional standards and attest the standard report. More employees, who in conjunction meet the requirements, can supervise the work, and attest the report together. Fill in the section below with information on supervisor(s), who fulfil the requirements mentioned in section 2.2.3 in the certification programme.

**Supervisor 1:**

Name: \_\_\_\_\_

Education	Period
Other relevant qualifications	Period

Supervisors experience	Tick
5 years' experience with inspecting gambling systems.	
Supervisors certification	Tick
ISC2 CISSP	
ISACA CISA	

**Supervisor 2:**

Name: \_\_\_\_\_

Education	Period
Other relevant qualifications	Period

Supervisors experience	Tick
5 years' experience with inspecting gambling systems.	
Supervisors certification	Tick
ISC2 CISSP	
ISACA CISA	

If there are more than two supervisors, additional information shall be provided in the appendix to the standard report.

## Suppliers

It is the responsibility of the licence holder that their supplier(s) are inspected. The inspection organisation shall ensure that the licence holder's supplier(s) are inspected in accordance with the Danish certification programme in the period from the previous inspection to the current inspection. Fill in the table below with information on any supplier's inspections.

Name of supplier	Are all requirements met? Yes/No

Remember to fill in the table in the appendix with all games covered by the test.

## Requirements for the inspection of gambling functionality

It shall be recorded whether a requirement has passed inspection or not. If the inspection of the requirement is not passed it must be recorded below and **the appendix must be used**. Here the reason for the failed inspection must be described and when the failure was or is expected to be remedied. It is important that all failed inspections are recorded, even if the failure has been remedied before the submission of the standard report. A description of the requirements can be found in the *Inspection Standards for lotteries*.

## 3 Gambling Accounts (Online)

### 3.1 General

#### 3.1.1 General terms and conditions of the licence holder

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.1.1.1					
3.1.1.2					
3.1.1.3					
3.1.1.4					
3.1.1.5					
3.1.1.6					
3.1.1.7					
3.1.1.8					
3.1.1.9					
3.1.1.10					
3.1.1.11					
3.1.1.12					

### 3.1.2 Licence, supervision and labelling scheme

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.1.2.1					
3.1.2.2					
3.1.2.3					
3.1.2.4					

### 3.1.3 Complaints

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.1.3.1					

## 3.2 Management of gambling accounts

### 3.2.1 Customer registration

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.2.1.1					
3.2.1.2					
3.2.1.3					
3.2.1.4					
3.2.1.5					

### 3.2.2 Customer verification process

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.2.2.1					
3.2.2.2					
3.2.2.3					
3.2.2.4					
3.2.2.5					

### 3.2.3 Use of electronic ID

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.2.3.1					
3.2.3.2					
3.2.3.3					

### 3.2.4 Customer access

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.2.4.1					
3.2.4.2					
3.2.4.3					
3.2.4.4					
3.2.4.5					

### 3.2.5 Changes to customer data

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.5.1					
3.2.5.2					
3.2.5.3					
3.2.5.4					
3.2.5.5					

### 3.2.6 Activation and deactivation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.6.1					
3.2.6.2					
3.2.6.3					
3.2.6.4					

### 3.2.7 Suspension

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.2.7.1					
3.2.7.2					
3.2.7.3					
3.2.7.4					

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## 3.3 Responsible gambling

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### 3.3.1 Customer self-limitation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.1.1					
3.3.1.2					
3.3.1.3					
3.3.1.4					
3.3.1.5					
3.3.1.6					
3.3.1.7					
3.3.1.8					
3.3.1.9					
3.3.1.10					

### 3.3.2 Customer protection information

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.2.1					
3.3.2.2					
3.3.2.3					
3.3.2.4					
3.3.2.5					
3.3.2.6					
3.3.2.7					
3.3.2.8					
3.3.2.9					

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## 3.4 Funds and transactions

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### 3.4.1 Currencies

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.1.1					
3.4.1.2					

### 3.4.2 Deposits

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.2.1					
3.4.2.2					
3.4.2.3					
3.4.2.4					
3.4.2.5					
3.4.2.6					
3.4.2.7					
3.4.2.8					
3.4.2.9					

### 3.4.3 Withdrawals

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.3.1					
3.4.3.2					
3.4.3.3					
3.4.3.4					
3.4.3.5					
3.4.3.6					
3.4.3.7					
3.4.3.8					
3.4.3.9					

#### 3.4.4 Other customer transactions

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.4.1					
3.4.4.2					
3.4.4.3					
3.4.4.4					
3.4.4.5					
3.4.4.6					

#### 3.4.5 Other account movements etc.

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.5.1					
3.4.5.2					
3.4.5.3					
3.4.5.4					

#### 3.4.6 Account statement etc.

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.4.6.1					
3.4.6.2					
3.4.6.3					

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### 3.5 Reports

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#### 3.5.1 General

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.5.1.1					
3.5.1.2					
3.5.1.3					
3.5.1.4					
3.5.1.5					
3.5.1.6					
3.5.1.7					
3.5.1.8					
3.5.1.9					

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## 4 Written Presentation (Online)

### 4.1 Written information, game rules and instructions

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#### 4.1.1 General

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.1.1.1					
4.1.1.2					
4.1.1.3					
4.1.1.4					

#### 4.1.2 Game rules and instructions

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.1.2.1					
4.1.2.2					
4.1.2.3					
4.1.2.4					
4.1.2.5					
4.1.2.6					
4.1.2.7					

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### 4.2 Stakes and winnings

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#### 4.2.1 Information about stakes and winnings

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.1.1					
4.2.1.2					
4.2.1.3					
4.2.1.4					
4.2.1.5					
4.2.1.6					

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### 4.3 Return to players

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#### 4.3 Information about return to players

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.3.1.1					
4.3.1.2					



**5.1 Graphics**

**5.1.1 General**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.1.1					
5.1.1.2					
5.1.1.3					
5.1.1.4					
5.1.1.5					
5.1.1.6					

**5.1.2 Outcomes**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.2.1					
5.1.2.2					
5.1.2.3					

**5.1.3 Symbols**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.3.1					

**5.1.4 Card games**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.4.1					
5.1.4.2					

**5.1.5 Dice**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.1.5.1					
5.1.5.2					

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**6 General  
gambling  
functionality  
(Online)****6.1 Game execution**

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**6.1.1 General**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
6.1.1.1					
6.1.1.2					
6.1.1.3					
6.1.1.4					
6.1.1.5					
6.1.1.6					

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**7 Special  
gambling  
functionality****7.1 Jackpots**

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**7.1.1 Rules**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
7.1.1.1					
7.1.1.2					
7.1.1.3					
7.1.1.4					
7.1.1.5					
7.1.1.6					

**7.1.2 Jackpot setup**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
7.1.2.1					
7.1.2.2					
7.1.2.3					

**7.1.3 Jackpot notification**

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
7.1.3.1					
7.1.3.2					
7.1.3.3					
7.1.3.4					

#### 7.1.4 Jackpot triggers

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
7.1.4.1					

#### 7.1.5 Jackpot report

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
7.1.5.1					
7.1.5.2					
7.1.5.3					

#### 7.1.6 Jackpot discontinuation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
7.1.6.1					
7.1.6.2					

### 8 Management of game functions (Online)

#### 8.1.1 Activation and deactivation of games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
8.1.1.1					
8.1.1.2					
8.1.1.3					
8.1.1.4					
8.1.1.5					
8.1.1.6					
8.1.1.7					

#### 8.1.2 Incomplete games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
8.1.2.1					
8.1.2.2					
8.1.2.3					
8.1.2.4					

#### 8.1.3 Error handling procedures

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
8.1.3.1					
8.1.3.2					

8.1.3.3					
8.1.3.4					

#### 8.1.4 Play sequence

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
8.1.4.1					
8.1.4.2					

#### 8.1.5 registration, maintenance, and storage of data

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
8.1.5.1					
8.1.5.2					
8.1.5.3					
8.1.5.4					
8.1.5.5					
8.1.5.6					

### Further information

Other information relevant for the Danish Gambling Authority shall be stated in the appendix.

#### Declaration and signature

By my signature below I declare that the information supplied in this report is correct. I acknowledge that missing information or deliberate misinformation can lead to the report being rejected. Any changes in the supplied information shall be forwarded to the Danish Gambling Authority without delay.

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature .....

Date \_\_\_\_\_ Name \_\_\_\_\_ Signature .....