

Standard report for inspection standards for online casino

Licensee

Name

Telephone number

Address

Postal code and city

CVR-/SE-no.

Contact person/E-mail address

Certification dates

Previous certification

Current certification

Expected date for the *next* certification

Testing organisation

Name

Telephone number

Address

Postal code and city

CVR-/SE-no.

Contact person/E-mail address

Does the testing organisation have a valid accreditation?

Yes _____ No _____

Note: Accreditation documentation must be enclosed. Alternatively, a link to the accreditation is added here:

Link to accreditation:

Testing organisation's supplier

Must only be filled in if the testing organisation is using a supplier to perform the certification.

Name

Address

Postal code and city

The certification must be carried out by employees with sufficient qualifications and to adequate professional standards. The work must be supervised, and the certification report attested. A number of employees who in conjunction meet the requirements can supervise the work and attest the certification together. Fill in the section below with information on a supervisor, who fulfil the requirements for each section (a,b and c). This can be one supervisor fulfilling all the requirements or different employees for each section.

Requirements for supervisor

(a) The person supervising and / or certifying this report must have a relevant education or other relevant qualifications

Name	Telephone number
E-mail address	
Education	Period
Other relevant qualifications	Period

(b) The person supervising and / or certifying this report must be certified:

Name	
Name of certification	Tick
International Information Systems Security Certification Consortium (ISC) 2 Certified Information Systems Security Professional (CISSP).	
Payment Card Industry (PCI) Qualified Security Assessor (QSA)	
Information Systems Audit and Control Association (ISACA) Certified Information Systems Auditor (CISA)	

c) Information concerning a supervisor with five years of professional experience in inspecting gambling systems or a similar closely related subject area for an accredited or certified organisation

Name	
Education	Period
Qualifications and experience with inspection gambling systems	Period
Qualifications and experience with inspection gambling systems	Period

Supplier(s)

It is the responsibility of the licence holder that their supplier(s) are certified. The testing organisation shall insure that the supplier(s) of the licence holder is certified to the Danish certification programme in a period covering the previous certification on to the current certification. Fill out the table below with information on any subcontractors' certifications.

Name of suppliers	Are all the requirements met? Yes/No

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 certification report. A description of the requirements can be found in the *Inspection Standards for Online Casino*.

3 Gambling accounts

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					
3.2.1.6					

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 Customer access

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
3.2.3.1					
3.2.3.2					
3.2.3.3					
3.2.3.4					
3.2.3.5					
3.2.3.6					

3.2.4 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					
3.2.4.1					
3.2.4.2					
3.2.4.3					
3.2.4.4					
3.2.4.5					

3.2.5 Activation and deactivation

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

3.3 Responsible gambling

3.3.1 Suspension

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					

3.3.2 Customer self-limitation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.2.1					
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					
3.3.2.10					
3.3.2.11					

3.3.3 Customer protection information

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
3.3.3.1					
3.3.3.2					
3.3.3.3					
3.3.3.4					
3.3.3.5					
3.3.3.6					
3.3.3.7					
3.3.3.8					
3.3.3.9					

3.4 Funds and transactions

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 Adjustments, bonuses, 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					

3.5 Reports

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					
3.5.1.10					

4 General gambling functionality

4.1 Game execution

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					
4.1.1.5					
4.1.1.6					

4.1.2 Online bingo

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					
4.1.2.8					
4.1.2.9					
4.1.2.10					
4.1.2.11					
4.1.2.12					
4.1.2.13					

4.1.3 Online bingo offered via television

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.1.3.1					
4.1.3.2					
4.1.3.3					
4.1.3.4					

4.2 Visual presentation

4.2.1 General

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					

4.2.2 Game actions

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.2.1					
4.2.2.2					
4.2.2.3					
4.2.2.4					
4.2.2.5					

4.2.3 Outcomes

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.3.1					
4.2.3.2					
4.2.3.3					

4.2.4 Gaming machines

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.4.1					
4.2.4.2					

4.2.5 Symbols

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.5.1					

4.2.6 Card games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.6.1					
4.2.6.2					
4.2.6.3					

4.2.7 Roulette

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.7.1					

4.2.8 Dice

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.8.1					
4.2.8.2					

4.2.9 Video poker

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.9.1					

4.2.10 Blackjack

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
4.2.10.1					

4.2.11 Baccarat and punto banco

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.11.1					

4.2.12 Online bingo

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.2.12.1					
4.2.12.2					

4.3 Instructions and game rules

4.3.1 General

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					
4.3.1.3					
4.3.1.4					
4.3.1.5					

4.3.2 Instructions, information and game rules

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.3.2.1					
4.3.2.2					
4.3.2.3					
4.3.2.4					
4.3.2.5					
4.3.2.6					
4.3.2.7					
4.3.2.8					
4.3.2.9					
4.3.2.10					
4.3.2.11					

4.3.3 Return to players

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
If these answers are used, submit the details in the appendix					
4.3.3.1					

5 Special gambling functionality

5.1 Peer-to-peer-games

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 Rules and information

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					
5.1.2.4					
5.1.2.5					
5.1.2.6					

5.1.3 Monitoring

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					
5.1.3.2					
5.1.3.3					

5.2 Live casino gambling

5.2.1 Games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.2.1.1					
5.2.1.2					
5.2.1.3					
5.2.1.4					

5.2.2 Customer interface

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.2.2.1					

5.2.3 Surveillance

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.2.3.1					
5.2.3.2					
5.2.3.3					

5.2.4 Access control

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.2.4.1					
5.2.4.2					

5.3 Jackpots

5.3.1 Rules

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.1.1					
5.3.1.2					
5.3.1.3					
5.3.1.4					
5.3.1.5					
5.3.1.6					

5.3.2 Jackpot setup

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.2.1					
5.3.2.2					
5.3.2.3					

5.3.3 Jackpot notification

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.3.1					
5.3.3.2					
5.3.3.3					
5.3.3.4					

5.3.4 Jackpot triggers

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.4.1					

5.3.5 Jackpot report

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.5.1					
5.3.5.2					
5.3.5.3					

5.3.6 Jackpot discontinuation

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
5.3.6.1					
5.3.6.2					
5.3.6.3					

6 Management

6.1 General

6.1.1 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			
6.1.1.1					
6.1.1.2					
6.1.1.3					
6.1.1.4					
6.1.1.5					
6.1.1.6					
6.1.1.7					

6.1.2 Incomplete games

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
6.1.2.1					
6.1.2.2					
6.1.2.3					
6.1.2.4					

6.1.3 Error handling procedures

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
6.1.3.1					
6.1.3.2					
6.1.3.3					
6.1.3.4					

6.1.4 Customer sessions and play sequence

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
6.1.4.1					
6.1.4.2					

6.1.5 Records, logs and data retention

Requirements	Pass	Pass remedied	Pass risk assessment	No	N/A
		If these answers are used, submit the details in the appendix			
6.1.5.1					
6.1.5.2					
6.1.5.3					
6.1.5.4					
6.1.5.5					
6.1.5.6					
6.1.5.7					
6.1.5.8					
6.1.5.9					

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 certification report is correct. I acknowledge that missing information or deliberate misinformation can lead to the certification 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
_____	_____