

From: IG Taskforce
Sent: Wednesday, 13 December 2023 5:58 PM
To: 'Support GoldenBet'
Subject: RE: Formal warning for contravention of the Australian Interactive Gambling Act 2001 - Santeda International Limited [SEC=OFFICIAL]

Dear Provider,

Thank you for your correspondence.

As set out in our Preliminary Findings letter dated 15 November 2023, the ACMA investigated the Golden Bet service and found that the service was being provided to customers physically present in Australia. During the investigation, a user physically present in Australia was able to register and undertake gameplay on the service.

We note your advice that the website does not operate within Australia, however ACMA staff have revisited the service since finalising the investigation and are satisfied that the service continues to be accessible to customers physically located in Australia.

Can you please advise whether any action has been or will be taken to ensure that the Golden Bet service cannot be accessed and used by Australian-based customers.

For example, you may wish to consider measures to:

- restrict new customers physically present in Australia from opening an account with the service
- restrict existing customers physically present in Australia from accessing and using their account with the service to participate in online gambling
- geo-block the Golden Bet service for any customers physically present in Australia.

Thank you for your engagement with us on this matter.

Gambling Compliance Team

Australian Communications and Media Authority

E igtaskforce@acma.gov.au

www.acma.gov.au



The ACMA acknowledges First Nations peoples as the Traditional Owners and Custodians of Australia. We respect and celebrate First Nations peoples as the original storytellers and content creators of the lands on which we work and honour the enduring strength and commitment of Aboriginal and Torres Strait Islander peoples to the land, waters and their communities. We pay our respects to Elders past, present, and emerging.



From: Support GoldenBet <support@goldenbet.email>

Sent: Wednesday, 13 December 2023 12:04 AM

To: IG Taskforce <IGTaskforce@acma.gov.au>

Subject: Re: Formal warning for contravention of the Australian Interactive Gambling Act 2001 - Santeda International Limited [SEC=OFFICIAL]

You don't often get email from support@goldenbet.email. [Learn why this is important](#)

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Hello colleagues

Thank you very much for your email and the information provided.

I am writing to clarify that the website does not operate within the mentioned region. We wish to inform you that at any time, we do not conduct any gambling activities or offer any gambling services in Australia.

There may have been a misunderstanding or confusion that led to the assumption of our involvement in Australia. We assure you that this is not the case. Our activities are exclusively focused on jurisdictions where we hold valid licenses and operate under the respective legal frameworks of those jurisdictions.

If you have any further questions or concerns, please do not hesitate to reach out to us. We are committed to providing accurate and reliable information to the best of our abilities.

Thank you for your understanding and assistance.

Sincerely,
Customer support team

On Mon, Dec 4, 2023 at 9:08 AM IG Taskforce <IGTaskforce@acma.gov.au> wrote:

Dear [REDACTED],

Please see attached a letter from the Australian Communications and Media Authority issuing Santeda International Limited with a Formal Warning for contravening the Australian *Interactive Gambling Act 2001*.

Yours sincerely,

Gambling Compliance Team

Australian Communications and Media Authority

T +61 2 9334 7700 F +61 2 9334 7799

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support@goldenbet.email
www.goldenbet.com