

[REDACTED]

From: [REDACTED]
Sent: Tuesday, 27 February 2024 8:49 AM
To: DL - Carolyn Lidgerwood and Assistant
Cc: DL - Autumn Field & Assistant; DL - Rochelle Zurnamer & Assistant; [REDACTED]
Subject: FW: ACMA correspondence - Request for update on online gaming reform in Curacao [SEC=OFFICIAL]

Hi Carolyn, Autumn and Rochelle

Please see below response from [REDACTED] from the Curacao Gaming Control Board. He would like to arrange a meeting to address any other concerns we have.

He has suggested some meeting times below, which won't work for us as they fall on a Saturday/Sunday AEDT. I will suggest an earlier date later this week (the time will likely be at 7am AEDT given the time difference).

Let me know who wants to attend – [REDACTED] and I can attend from GCT.

Kind Regards,

[REDACTED]

[REDACTED]
Senior Policy Advisor
Gambling Compliance Team

Australian Communications and Media Authority

T [REDACTED]
E [REDACTED]
acma.gov.au



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From: [REDACTED]
Sent: Tuesday, February 27, 2024 12:00 AM
To: IG Taskforce
Cc: [REDACTED]; [REDACTED]
Subject: RE: ACMA correspondence - Request for update on online gaming reform in Curacao [SEC=OFFICIAL]

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

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Dear Mrs. Lidgerwood,

Thank you for reaching out to us regarding the matters addressed in your letter dated February 23, 2024. We appreciate your interest in an update on the online gaming reform in Curacao.

We are pleased to inform you that significant progress has been made regarding the National Ordinance on Games of Chance (LOK). The LOK has in the meantime been submitted to our parliament, and we are hopeful that it will be enacted soon. This will establish the Curacao Gaming Authority and provide a new regulatory framework for online gambling in Curacao.

To provide you with a further update and address any questions or concerns you may have, we would like to arrange a virtual meeting. We suggest scheduling the meeting for February 29 at 11:00 Am or March 1 at 11:00 am Curacao time.

Please let us know which date and time work for you and we will arrange the meeting accordingly.

[REDACTED]

Curaçao Gaming Control Board

Emancipatie Boulevard Dominico F. "Don" Martina 23 | Willemstad | CURAÇAO

Email: [REDACTED]

Web: www.gamingcontrolcuracao.org



GCB

Curaçao Gaming Control Board

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From: [REDACTED]

Sent: Friday, February 23, 2024 7:30 AM

To: [REDACTED]

Subject: FW: ACMA correspondence - Request for update on online gaming reform in Curacao [SEC=OFFICIAL]

fyi

[REDACTED] MBA, CISA, CISSP

Manager ICT

Curaçao Gaming Control Board

Emancipatie Boulevard Dominico F. "Don" Martina 23 | Willemstad | CURAÇAO

Web: www.gamingcontrolcuracao.org



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

Sent: Thursday, February 22, 2024 9:04 PM

To: Info GCB <info@gcb.cw>

Cc: [REDACTED]

Subject: ACMA correspondence - Request for update on online gaming reform in Curacao [SEC=OFFICIAL]

Dear [REDACTED]

Please see attached correspondence from Ms Carolyn Lidgerwood, Authority member and Gambling lead at the ACMA.

Kind Regards,

Gambling Compliance Section

Australian Communications and Media Authority

E igtaskforce@acma.gov.au

www.acma.gov.au



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Authority Member

23 February 2024

[REDACTED]
Managing Director, Curacao Gaming Control Board
23 Emancipatie Boulevard
Willemstad, Curacao

By email: info@gcb.cw; [REDACTED]

ACMA file reference: PJ17/18

Dear [REDACTED]

Request for update on online gaming reform in Curacao

I refer to previous discussions and correspondence between the Australian Communications and Media Authority (ACMA), the Minister for Finance Curacao and the Curacao Gaming Control Board (GCB) in mid-2023 (attached). I understand that you were recently appointed as the Managing Director of the GCB and I congratulate you on this important role.

I have recently taken up the role of Authority member and Gambling lead at the ACMA.

Prohibitions under Australian gambling laws

For context, the Australian *Interactive Gambling Act 2001* (IGA) prohibits the following online gambling services being provided or advertised to customers in Australia:

- 'prohibited interactive gambling services'—such as online casinos, online slot machines and online wagering services that accept in-play betting on sporting events, and
- 'unlicensed regulated interactive gambling services'—such as online wagering services provided without a licence issued by an Australian state or territory.

You will note that our previous correspondence included a list of online gambling services operating under 'master licences' in Curacao that the ACMA had found to breach the IGA.

Update - Curacao's new regulatory regime

I would be very grateful for an update about Curacao's online gambling regulatory framework, particularly in relation to the anticipated timing of the following matters. I understand that GCB has opened the application process for operators wishing to obtain an online gambling license under existing legislation. I also understand that any new licenses granted during this period will transition to the new regulatory framework once the National Ordinance on Games of Chance (LOK)

legislation is passed, which will establish the Curacao Gaming Authority. Any updates you could provide about this would be appreciated.

BC.GAME service

I would also like to raise for your awareness that Curacao-licensed online gambling services continue to cause considerable harm to Australians. In particular, a service of interest, BC.GAME, available at the website <https://bc.game> (operated by BlockDance B.V. under a master license issued to Curacao Interactive Licensing #5536/JAZ) (CIL). The ACMA has received several complaints (over the period between June 2023 and February 2024) from an Australian citizen, [REDACTED] who alleges that BC.GAME did not honour his large win of \$600k due to a technical error and has subsequently closed his account without returning his funds. I understand that [REDACTED] has raised this issue with several Curacao entities including the master licence holder CIL, with no resolution.

Given that Curacao's online gaming licensing regime is in a transition phase I thought this information may be relevant to GCB's consideration of applications received during this time.

I would appreciate any advice you are able to provide about any dispute resolution processes which will enable an Australian, such as [REDACTED], to have their dispute independently assessed under the new regime. I look forward to your response and would be very happy to provide any additional information that would assist.

If you would like to discuss this matter, please do hesitate to contact me. Alternatively, if your staff would like further information they can contact Acting Manager of the Gambling Compliance Team, [REDACTED] on [REDACTED] or by email at igtaskforce@acma.gov.au.

Yours sincerely,

[REDACTED]

Carolyn Lidgerwood
Authority member and Gambling Lead

Cc: [REDACTED]

Encl. Letter from ACMA to Minister for Finance Curacao dated 22 May 2023
Email from GCB to ACMA dated 27 May 2023

