

TITLE 11—DEPARTMENT OF PUBLIC SAFETY
Division 45—Missouri Gaming Commission
Chapter 20—Sports Wagering

ORDER OF RULEMAKING

By the authority vested in the Missouri Gaming Commission under section 39(g) of Article III, *Missouri Constitution*, the commission adopts a rule as follows:

11 CSR 45-20.280 is adopted.

A notice of proposed rulemaking containing the text of the proposed rule was published in the *Missouri Register* on June 16, 2025 (50 MoReg 808–809). Those sections with changes are reprinted here. This proposed rule becomes effective thirty (30) days after publication in the *Code of State Regulations*.

SUMMARY OF COMMENTS: The public comment period ended July 16, 2025, and the commission held a public hearing on the proposed rule on July 17, 2025. There were three (3) attendees at the public hearing, but no comments were made. The commission received three (3) written comments on the proposed rule. The Joint Committee on Administrative Rules made one (1) comment on the proposed rule.

COMMENT #1: Section (1) – Jeremiah Weinstock, a Missouri constituent, suggested revising the language to require a responsible gaming message be displayed.

RESPONSE: The commission considers the required statement “regarding how a patron can obtain assistance with a gambling problem” sufficient. No changes have been made to the rule as a result of this comment.

COMMENT #2: Section (2) – Michael Daley, a Missouri constituent, suggested revising the language to revise fourteen (14) days to one hundred eighty (180) days as it is burdensome on the patron to require multi-factor authentication every fourteen (14) days.

RESPONSE AND EXPLANATION OF CHANGE: Partially agreed and revised to thirty (30) days, which is consistent with Gaming Laboratories International (GLI) Standard 33.

COMMENT #3: Subsection (3)(A) – Cory Fox, with FanDuel, suggested revising the language to remove “phone number” as this is not how they provide customer service.

RESPONSE: The commission considers a phone number option standard customer service for Missouri patrons. No changes have been made to the rule as a result of this comment.

COMMENT #4: Subsection (3)(B) – The Joint Committee on Administrative Rules suggested revising as the language was too broad.

RESPONSE AND EXPLANATION OF CHANGE: Agreed and revised.

11 CSR 45-20.280 Client Requirements

(2) The client shall require multi-factor authentication when a patron logs in to his or her online sports wagering account through a specific device for the first time and every thirty (30) days thereafter.

(3) Client software shall give a patron prominent and convenient access to a support page, screen, menu, or equivalent, which at a minimum contains access to the following:

(B) Complete explanation of all house rules;