

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

**PROPOSED RULE**

**11 CSR 45-20.280 Client Requirements**

*PURPOSE: This rule establishes client requirements.*

- (1) Prior to login by a patron, client software shall prominently display a statement regarding how a patron can obtain assistance with a gambling problem.
- (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:
  - (A) Name and contact information of the Mobile licensee, including at a minimum a phone number and email address;
  - (B) Complete explanation of all house rules;
  - (C) Responsible gaming limit functionality;
  - (D) Means by which a patron can submit a complaint to the licensee;
  - (E) Contact information for the commission, including at a minimum a link to the commission's website;
  - (F) Terms and conditions; and
  - (G) Instructions and means to close an online sports wagering account.
- (4) When terms and conditions change, the client shall require a patron to acknowledge acceptance of the change.

*AUTHORITY: section 39(g) of Article III, Mo. Const., section 313.004, RSMo 2016, and sections 313.800–313.850, RSMo 2016 and Supp. 2024. Original rule filed May 14, 2025.*