

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 45-20.470 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 829–830). 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 five (5) written comments on the proposed rule. Commission staff made one (1) comment on the proposed rule. The Joint Committee on Administrative Rules made one (1) comment on the proposed rule.

COMMENT #1: Sections (1)-(3), (6)-(7), (10)-(11), (14), and (17) – A staff member suggested clarifying which licensees are being referenced.

RESPONSE AND EXPLANATION OF CHANGE: Agreed and revised.

COMMENT #2: Subsection (2)(D) – Rebecca London, with DraftKings, suggested revising the current language to state, “An error occurs” instead of “A material change in circumstances occurs.” She stated this change would provide greater clarity and cross-jurisdictional regulatory alignment.

RESPONSE: Section (10) addresses errors. Additionally, the language in this rule is consistent with at least one other jurisdiction. No changes have been made to the rule as a result of this comment.

COMMENT #3: Paragraph (2)(D)1. – The Joint Committee on Administrative Rules suggested revising as the language gives the commission broad authority.

RESPONSE AND EXPLANATION OF CHANGE: Agreed and revised.

COMMENT #4: Subsection (3)(C) – Rebecca London, with DraftKings, suggested removing the language in this subsection because it is overly restrictive and may not reflect the full scope of legitimate, justifiable reasons for cancellation.

RESPONSE AND EXPLANATION OF CHANGE: Partially agreed and revised to remove the requirement that the explanation include why cancelling the wager is in the best interest of the state of Missouri.

COMMENT #5: Sections (10) and (11) – Daniel Mulhall, with Fanatics Betting and Gaming,

suggested revising the language in section (10) to include that wagers may be voided if the wager was placed with incorrect odds and removing section (11) in its entirety.

RESPONSE: An operator may obtain approval from the commission to void a wager solely because of incorrect odds, in accordance with section (11). No changes have been made to the rule as a result of this comment.

COMMENT #6: Section (13) – Daniel Mulhall, with Fanatics Betting and Gaming, suggested removing this section in its entirety as it introduces additional parties to this process which may result in delayed void processing.

RESPONSE: This creates a proper segregation of duties. No changes have been made to the rule as a result of this comment.

COMMENT #7: Section (16) – Daniel Mulhall, with Fanatics Betting and Gaming, suggested removing the requirement for a supervisor or compliance employee independent of the initial transaction to log the voided transaction.

RESPONSE AND EXPLANATION OF CHANGE: Agreed and revised.

11 CSR 45-20.470 Cancelled and Voided Wagers

(1) Retail licensees and Mobile licensees shall not cancel any wager except in accordance with this rule.

(2) Cancellation by a Retail licensee or Mobile licensee of an otherwise validly placed wager shall be nondiscretionary. A licensee shall only cancel a wager under the following circumstances:

(D) A material change in circumstances occurs.

1. What constitutes a material change in circumstances for a given event or wager type shall be documented in the internal control system.

2. What constitutes a material change in circumstances shall be clearly and prominently displayed to a patron at the time of placement of the wager;

(3) Retail licensees and Mobile licensees may request the commission to order the cancellation of all wagers of a specific type, kind, or subject not otherwise identified in section (2). A request to cancel shall be in writing, and contain the following:

(C) An explanation why cancelling the wagers ensures the integrity of the Missouri sports wagering industry.

(6) If the commission approves the request to cancel, the Retail licensee or Mobile licensee shall make commercially reasonable efforts to notify patrons of the cancellation.

(7) The commission has discretion to order all Retail licensees and Mobile licensees to cancel all wagers on a specific event or wagers of a specific type or kind on a specific event.

(10) A Retail licensee or Mobile licensee may declare a wager to be void if the licensee has reasonable basis to believe there was obvious error in the placement or acceptance of the wager. Those errors include, but are not limited to:

(11) Retail licensees and Mobile licensees shall not void a wager solely because the wager was placed with incorrect odds without prior approval of the commission.

(14) A wagerer may request that the commission review any wager declared void by a Retail licensee or Mobile licensee. If the commission concludes there is no reasonable basis to void the wager, the commission may order the licensee to honor the wager.

(16) All voided and cancelled wagers and all refunds of any such wagers shall be logged at the time they occurred.

(17) Retail licensees and Mobile licensees shall provide a monthly summary report of all cancelled, voided, and refunded wagers to the commission.