

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

PROPOSED RULE

11 CSR 45-20.650 Duties of Licensees Regarding the List of Self-Excluded Persons

PURPOSE: This rule establishes requirements for Retail and Mobile licensees regarding the commission's List of Self-Excluded Persons (SEP List).

(1) Retail and Mobile licensees shall download the updates to the SEP List from the designated commission server at least once every seven (7) calendar days and update SEP List information in all associated applications within three (3) calendar days of the download of new or updated information. The updates to the SEP List will include individuals added to and removed from the SEP List since the last update.

(2) Licensees shall ensure any person on the SEP List is removed from all mailing, marketing, and promotional lists and databases using the person's name, address, and birthdate.

(3) Licensees shall not send advertising, marketing, or promotional materials to any person on the SEP List following compliance with section (1) of this rule.

(4) Licensees shall maintain a system designed to detect persons on the SEP List to enforce this chapter.

(5) Prior to performing any of the following transactions with a patron, the Retail licensee shall require the patron to present valid, non-expired state or federal government-issued photo identification. The licensee shall perform a search of the individual's date of birth as listed on the identification in the downloaded SEP List or the MGC Web SEP List to determine whether the patron is a self-excluded person (SEP). If the search generates any names that have the same first or last name as recorded on the photo identification, the licensee shall research further to determine if the individual presenting the ID is a SEP. The Retail licensee shall check the SEP List prior to performing any of the following transactions:

- (A) Accepting a wager greater than five hundred dollars (\$500);
- (B) Redeeming a winning ticket greater than three-thousand dollars (\$3,000);
- (C) Debit or credit card transactions; or
- (D) Wire Transfers.

(6) Any Retail licensee or its agent or employee that identifies a person attempting to place a sports wager or collect winnings from a sports wager at a retail sports wagering location and has knowledge that such person is included on the SEP List shall immediately notify the commission and any security officer on duty, refrain from accepting the wager or paying out any winnings to the identified person, and, if applicable, return the wager associated with the winnings to said person.

(7) Retail licensees shall provide a means by which an individual on the SEP List may turn in unredeemed tickets prior to the commencement of an event to obtain a refund within fourteen (14) days of the individual being placed on the list.

(8) Mobile licensees shall—

- (A) Not allow an individual on the SEP List to activate a new online sports wagering account;
- (B) Identify and suspend any online sports wagering account of any individual on the SEP List;
- (C) Void all outstanding wagers; and
- (D) Refund any remaining balance to the patron in a manner consistent with the licensee's internal control system.

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