photo:
Claudio Canali
Gaming Machines - Field Operations
Rome, Italy

Advancing Responsibility

Protecting People, Products, and Processes
GRI: 103-3; 418-1

The collection and processing of data related to people and transactions requires the highest degree of responsibility toward individuals, business partners, and markets. To that end, IGT regularly monitors and upgrades all its internal policies and processes to fully comply with requirements and regulations in all jurisdictions. In addition, IGT relentlessly pursues the higher goal of earning and maintaining the trust of its stakeholders worldwide via programs and solutions designed to guarantee fair play and sensible data protection.

Cybersecurity and Business Continuity Planning

IGT has a robust global Information Security Management System (ISMS) that governs all security concerns related to inbound, internal, and outbound information flows. IGT is subject to all risks that most global companies face, such as external attempts to breach and compromise systems, insider threats, mishandling of

security policies, and not adhering to published guidance on how to operate with proper cyber hygiene.

IGT does not rely on traditional perimeter security alone but rather strives to implement in-depth cybersecurity programs. A Cyber Threat hunting team works relentlessly to ensure early detection of risks, and vulnerability testing is regularly scheduled according to industry frameworks that fully meet audit and regulatory requirements. These types of tests typically involve penetration and vulnerability scanning of systems and environments that are in scope for each audit. Most of these scans must be performed quarterly, with more extensive exercises performed yearly.

Products are developed with security in mind before and after they are delivered to customers. IGT embeds Application Security programs into its software development life cycle to guarantee security at the source-code level. Prior to delivery, solutions are reviewed by the Global Information Security team and subject to various vulnerability assessment tests. Results are then provided to engineering teams for optimization until all potential issues are eliminated.

Certified Security

The security of a lottery plays a critical role in maintaining the public's confidence and trust in its lottery games. Therefore, it is vital for a lottery organization to develop and maintain a visible and documented security environment to achieve and sustain public confidence in its operations.
IGT is proud to have achieved a security standard that is acknowledged by the most relevant security bodies at both the European and global levels.
The World Lottery Association Security Control Standard (WLA SCS) is the lottery sector's only internationally recognized security standard. The WLA SCS couples a comprehensive information security management baseline incorporating International Organization for Standardization/ International Electrotechnical Committee (ISO/IEC) 27001:2013, a leading international standard for information security management, with additional lottery-specific security controls representing the current best practices. The WLA SCS specifies the required practices for an effective security management structure by which a lottery may maintain the integrity, availability, and confidentiality of information vital to its secure operation.

WORLD LOTTERY ASSOCIATION
WLA

CERTIFICATE
OF CONFORMANCE
WLA Security Control Standard

This is to certify that

IGT Global Solutions Corporation

The scope of this certificate covers the following sites:
IGT Global Solutions Corporation, 10 Memorial Boulevard, Providence, RI, 02903, USA
IGT Global Solutions Corporation, 55 Technology Way, West Greenwich, RI, 02817, USA
IGT Global Solutions Corporation / DCA II, 47 Technology Way, West Greenwich, RI, 02817, USA
IGT Global Solutions Corporation / Texas ATC, 5301 Riata Park Court, Building E, Austin, TX 78727, USA
IGT Global Solutions Corporation / Texas DCA, 8200 Cameron Road, Suite D-100, Austin, TX, 78754, USA
IGT Global Services Limited, Terhulpsesteenweg 6D, 1560 Hoeilaart, Belgium
IGT Global Lottery, S.L.U / Spain Hub, C / La Selva 12, 1°, 08820, Prat de Llobregat, Barcelona, Spain
IGT Foreign Holdings Sucursal Colombia, Avenida Carrera 45 #108, A-50 piso 5, Bogota, Colombia
IGT Juegos SAS, Avenida Carrera 45 #108, A-50 piso 5, Bogota, Colombia
IGT Slovakia Corporation, Drieňová 3, 82101 Bratislava, 831 04, Slovakia, (Slovak Republic)
IGT Global Solutions Corporation / Rhode Island PDC, 1425 Pontiac Avenue, Cranston, RI, 02920, USA
IGT Austria GmbH, Am Seering 13-14, 8141 Unterpremstatten, Graz, Austria
IGT Global Solutions Corporation Chile, El Rosal 5108, Huechuraba, Santiago, Chile
IGT Global Solutions Corporation / Printing 4000 South Frontage Road, Building 400, Lakeland, FL, 33815, USA
IGT Global Services Limited (Luxembourg Branch), 18 rue Leon Laval, Leudelange, Luxembourg
IGT Latin America Corporation, Suite 2-A, Algico Plaza, 91-93 St. Vincent Street, Port of Spain, Trinidad and Tobago
GTECH Czech Republic LLC., K Zizkovu 4, Prague 9, 1900 00, Czech Republic
IGT Global Solutions Corporation / Rhode Island NRC, 75 Baker Street, Providence, RI, 02905, USA
IGT Poland sp. z o.o. / Targowa Data Centre, ul. Targowa 35, 03-728 Warszawa, Poland
IGT Poland sp. z o.o., Al Jerozolimskie 92, 00-807 Warszawa, Poland
IGT UK Limited, 1st Floor, Building 3, Croxley Green Business Park, Watford, WD18 8YG Watford, UK

has met the criteria established by the

WLA Security Control Standard: 2016

and has been certified by the World Lottery Association*.

This certification stipulates that the requirements of ISO 27001:2013** are met, together with the additional security requirements set forth by the WLA, including the Lottery and Gaming Specific Security and Integrity controls. These WLA security requirements are subject to the following scope:

Design and development of systems and services for lotteries in accordance with the Statement of Applicability version 1.4

Assessment Service Entity: DNV-GL Business Assurance, 1400 Ravello Drive, Katy, TX 77449 USA
Initial WLA-SCS certification date: December 2, 2010
Latest WLA-SCS certification issued on: December 12, 2018
Expiry date of the current WLA-SCS certificate: December 21, 2019
The certified organization holds a valid and current
ISO 27001:2013 certificate, reference number: 90608-2010-AIS-USA-UKAS Rev 30**

Dr. Carlos Bachmaier Johanning
WLA SRMC Chair

Luca Esposito Poleo
WLA Executive Director

*   The ongoing validity of this certificate is dependent upon the positive outcome of each mandatory annual audit.
** Details on the ISO 27001:2013 certificate number 90608-2010-AIS-USA-UKAS Rev 30 can be found on the reverse side of this certificate.

In 2018, Information Security implemented Mandatory Application Security training. Following preparation of its initial content, training took place for more than 10 months. People were required to take this training through specific modules based on their job roles and module content. By the end of 2018, about 80% of the training was completed.

Preserving Customers' Trust

Individual players are the focus of a particular aspect of security. IGT, in its B2C operations in Italy as Lottomatica (LTO), has defined specific solutions for monitoring and countering cyber-attacks aimed at players:

• An Anti-Phishing solution allows for the timely detection of clone portals and fraudulent websites designed to steal players' credentials.

• Internet and market stores are subject to an app/brand monitoring activity to identify non-official or fake internet domains that operate fraudulently, or that improperly use companies' logos and brands, thus misleading customers.

• Drop Zones are constantly monitored through a credit card data-retrieval activity. If player credentials and pre-paid cards issued by LTO Group are stolen on third parties' cloning portals, they are identified and suspended as a precaution.

A global Security Incident Response (SIR) procedure is available to all staff globally for reporting potential incidents. These are analyzed by an Incident Manager who appoints a specially assembled team to review the issue and respond. An ensuing internal report is delivered to executive management based on the severity and degree of the issue.

IGT Business Recovery Plans are modelled after the ISO 22301 framework to allow for clearer implementation and design according to three components: people, processes, and technology. The people portion is the Emergency Response Plan (ERP), which outlines the initial actions required during notification of an emergency. The process component is the Business Recovery Procedure (BRP), which combines all risks, processes, time to recover, etc., into one document and provides the path of escalation and steps needed. The technology portion is the Disaster Recovery Plan (DRP), which is created by the various technology teams to contemplate all steps needed to recover technology and systems. ERP and DRP are linked into the BRP to complete the whole emergency and recovery plan for each office.

A disaster may affect numerous operations in varying degrees. The scope of a Business Recovery Plan assumes a significant disruption of operations up to and including the destruction of an IGT facility wherever it is located. Recovery plans and procedures are based upon the assumption that the infrastructure for locations has been, or is being, recovered by IGT staff in accordance with pre-determined recovery strategies. This framework and model allows an office to identify management leaders to make decisions during emergencies, and the steps needed to recover. The Business Recovery Plan undergoes yearly testing and updating by the office's management team.

Data Privacy

The enforcement of the European Union's (EU's) General Data Protection Regulation (GDPR) 2016/679 on May 25, 2018 has radically affected data privacy management and processes. As its name suggests, the GDPR regulates data protection and privacy for all individuals residing in the EU and in a member state of the European Economic Area (EEA). The regulation applies if the data controller (an entity that determines, alone or jointly, the purposes and means by which EU residents' personal data is processed), data processor (an entity that processes data on behalf of a data controller), or data subject (person whose data is being processed) resides in the EU. Under certain circumstances, the regulation also applies to organizations based outside the EU if they are offering goods and services to, or monitoring behavior of, EU residents.

The GDPR aims to give individuals control over their personal data and simplify the regulatory environment for international business by unifying the regulation within the EU. In particular, the GDPR seeks to ensure that personal data is processed fairly, for specified purposes, and on the basis of the person's consent or some other legitimate basis allowed by the GDPR.

To demonstrate compliance with the GDPR, IGT has implemented measures that meet the principles of data protection and the concept of Privacy by Design and by Default. This concept requires data protection to be designed into the development of business processes for products and services. Privacy settings must therefore be set at a high level by default, and appropriate technical and procedural measures must be addressed to assess the harm on data subjects and make sure that processing complies with the regulation throughout the entire processing lifecycle. IGT also implements mechanisms to ensure that personal data is not processed unless necessary for each specific purpose.

IGT takes appropriate technical and organizational security measures to prevent unlawful or unauthorized data processing and the accidental loss of, or damage to, personal data. Such measures are set out in the IGT Information Security Management System (ISMS). IGT employees, contractors, consultants, and other workers must be familiar with the security measures set out in the ISMS Policies and Standards.

While many privacy risks relate to the unauthorized access or disclosure of personal data, some privacy risks may result from authorized uses and other related activities. For example, privacy risks may result from the creation, collection, use, and retention of personal data; the launch of a new product; a merger or acquisition; or a new vendor relationship; as well as a lack of appropriate notice, transparency, or participation.

A Privacy Risk Management program is specifically designed

IGT has designed an operational governance model with multiple layers to ensure that privacy by design and by default is achieved throughout the data life cycle. Also, the governance model is aimed at ensuring clearly defined roles and segregation of duties for the primary teams involved in the governance functions.

• A Global Data Privacy Officer has been appointed to develop, manage, and maintain the Data Privacy program within the Company. Among other duties, the Privacy Officer is accountable and responsible for developing, implementing, and maintaining privacy policies, procedures, processes, and tools in compliance with privacy and data protection legal obligations, as well as promoting training and ensuring full awareness among all employees of data protection.

• The Global Data Privacy Council (GDPC) consists of members of several IGT business functions who represent that function with respect to data protection and privacy matters. Members ensure the implementation of privacy and security controls required to mitigate privacy risks.

• A regional or jurisdictional Point of Contact within IGT is identified as an individual whose primary focus is to document, operationalize, monitor, and report on processing activities involving personal data.

• A Data Custodian within IGT is identified as an individual acting as a Subject Matter Expert (SME) regarding all processing activities related to a business function or product.

to evaluate new or existing processing activities, as well as potential harm to data subjects through two main components: the Privacy Impact Analysis (PIA), and if appropriate, the Data Privacy Impact Assessment (DPIA). The PIA process uses two separate questionnaires. The Data Privacy Business Questionnaire (DPBQ) is required to be completed by all business functions' data custodians and/or points of contact to determine high risks that a new processing activity may pose as a result of a new process, product, or service being initiated. On the other hand, the Data Privacy Vendor Questionnaire (DPVQ) is administered to new vendors under evaluation. This questionnaire is integrated with the procurement process and used for accountability and as evidence of compliance with vendor management requirements. Each PIA may be followed by a DPIA Questionnaire initiated by the Data Privacy Office whenever a processing activity or vendor relationship is identified as posing a high risk to the rights and freedom of a data subject.

Fraud and Anti-Money Laundering

IGT has implemented effective processes and controls to continuously deter money laundering, monitor customer activity, and identify and report suspicious activity. IGT employees are required to be aware of the risks posed by fraud and money laundering. They are required to understand the issues and report suspicions of money laundering.

Regarding digital (iGaming) policy, the Primary Service Provider (PSP) Fraud and Security team analyzes player accounts at various stages of the customer journey, including registration, deposit, game play, and withdrawal. It manages the risk at each stage of the customer journey and decides appropriate account actions.

IGT offers fraud monitoring payment services to U.S. customers through its Cashless Payments Service Team. Currently, the team is supporting both digital and retail lotteries. Cashless fraud monitoring focuses on several areas of support, including Know Your Customer (KYC) verification to confirm age and identity, manual customer due-diligence checks, preventive and detective controls that limit deposits, identification of associated accounts, alerts on suspicious behavior patterns, and chargeback monitoring to prevent abuse of the chargeback process.

In Italy, where IGT operates cashless and pre-paid card

Ensuring Safe and Secure Payments

IGT's solutions validate and process payment methods through payment processing gateways and payment provider tools.
These tools:

• Facilitate payment method verification through configurable controls.

• Provide restriction models to limit, control, and decline transactions based on defined rules and parameters.

• Support reporting for KPI trend monitoring and fraud investigations.

• Support chargeback monitoring and dispute resolution.

payment services through LIS IP, a controlled company of Lottomatica, an automated monitoring system detects suspicious transactions. The system identifies operations that may show a risk profile in terms of timing, amount, and location, according to algorithmic abnormality indicators applied to e-money and pre-paid cards marketed by the Bank of Italy. The monitoring is carried out through an application called NSR (for LIS IP cashless services) and Irma (CartaLis e-money services), leading to monthly reports being subsequently analyzed according to two levels of assessment to determine whether conclusions should be forwarded to the applicable law enforcement authorities.

Along with the IGT account management systems, customer due-diligence checks are performed to ensure effectiveness of account restrictions and identification of abuse aiming to violate those restrictions.

Subject to the Company's Global Anti-Money Laundering (AML) Policy guidelines, IGT has appointed a Money Laundering Reporting Officer (MLRO) to ensure that local policies and procedures are consistent with IGT's global objective of preventing money laundering and terrorism financing, and complying with applicable local laws. The MLRO also verifies the suitability and effectiveness of IGT's country-level internal

control systems and procedures to combat money laundering, and suggests necessary changes, with the authority to act independently from lines of business in carrying out their responsibilities.

IGT carries out gameplay analysis through the Gaming Management System. GMS provides a near-inexhaustible combination of player, gaming, and account attributes to compile complex reports identifying profiles and suspicious behavior consistent with money laundering and fraudulent activity. Typical reports may include identifying instances where there are large deposits or withdrawals, negligible game play, or no-risk gaming.

Accounts are reviewed via game play alerts, and game play patterns are analyzed according to gaming frequency, games chosen, staked amounts, and for authenticity of bets. Accounts are further reviewed to detect anomalous winning/losing ratios and check the consistency with deposit/withdrawal patterns. Fraud and Security will also consider payment methods and account details. Based on the combined results of all investigated factors, the account can be closed or suspended to undergo additional verification; otherwise, the customer will not be blocked from further play.

All IGT employees involved in the cashless payments operations are required to understand and adhere to AML policies and

Traders' alert console showing notification of suspicious activities.

Centralized Monitoring Center

In Italy, within Risk Monitoring and Reporting (RM&R), Lottomatica has established a Center of Excellence (COE) made up of professionals in the anti-fraud domain to monitor transactions. They have implemented an anti-fraud tool to detect and prevent anomalous customer behaviors and sales networks that might lead to fraud and money-laundering risks.
The perimeter includes all of Lottomatica's business areas (Digital, Sport Betting, and Lottery), with 10 monitoring dashboards and 76 key risk indicators updated periodically according to fraudulent patterns.
The system runs on a specialized platform where transaction monitoring and detection of anomalous patterns are combined to assess operations and identify risky behaviors. Suspicious operations are forwarded from RM&R's COE to specific business units as well as the risk management function, according to internal procedures.

procedures. Specific intranet- and web-based training programs on systems and payments, and a general AML overview, are designed, for IGT Cashless Payments team members as part of the employee onboarding process. This training aims to prepare employees to review and identify suspicious behavior and common fraud trends, and reinforce appropriate actions and escalation procedures to report on fraudulent activity.

Match Fixing

While IGT is a sports betting operator in the Italian gaming market with the Better brand, in every other legal, regulated market, IGT offers its sports betting technology to operators as either a supplier or licensor.

IGT's sports betting system, PlayShot™, provides operators with active and continuous support for integrity monitoring activities. For event-level monitoring, the PlayShot™ system

contains advanced risk monitoring capabilities and powerful automatic risk control. PlayShot™ is configured with a series of risk parameters based on specific, anticipated aspects of betting behavior in each type of market. These parameters represent a typical volume of betting activity. All bets are monitored by the PlayShot™ system in real time across all channels (retail, kiosks, online, mobile, etc.). As betting proceeds, if the system detects higher-than-expected levels of activity in a market, the system alerts the traders and automatically suspends trading. This allows the trading team to review the events and ensure that unexpected activity during minor events is not overlooked.

PlayShot™ provides tools to allow operators to see betting patterns within player accounts. These tools help the operator manage their trading risk and detect suspicious patterns. They provide historical analysis of accounts by sport and bet type, and allow tagging or

"risk factoring" of accounts based on historical levels of activity. If an account shows higher-than-normal levels of activity, the trading team is automatically alerted and the tool may automatically block the account.

The PlayShot™ system also provides features to support operators in terms of their reporting and monitoring requirements. Historical as well as current bets are stored in full detail for an extended period, and this data can be exported to provide full audit or other evidence where required.

As well as providing statutory AML reporting, the PlayShot™ system is also linked to third-party AML systems to automatically consolidate not only large single transactions, but any transactions tagged by the operator staff and/or the trading team.

In Italy, where IGT is a sports betting operator, detection of suspicious match fixing activities is carried out at different stages.

During the betting activity, the Risk Management function controls betting volumes through the Wager Wise platform. Pre-set alerts identify anomalous situations, from disproportional betting volumes to the prominence of the match involved. The weekly payout will then be analyzed to identify matches and markets where anomalous volumes and win concentration occurred. Once suspicious behaviors and actors are detected, new game limits are set, and information is shared within the bookmaker community for further analysis.

Lottomatica sports betting activity is carried out through the automated trading Betting Intelligence Platform (BIP). The platform generates automated alerts on suspicious betting activities by players through analysis of betting accounts, and shown at the sports event level, through the real-time analysis of patterns based on market benchmarks and historical series.

GLMS KEY PROCESS FLOW
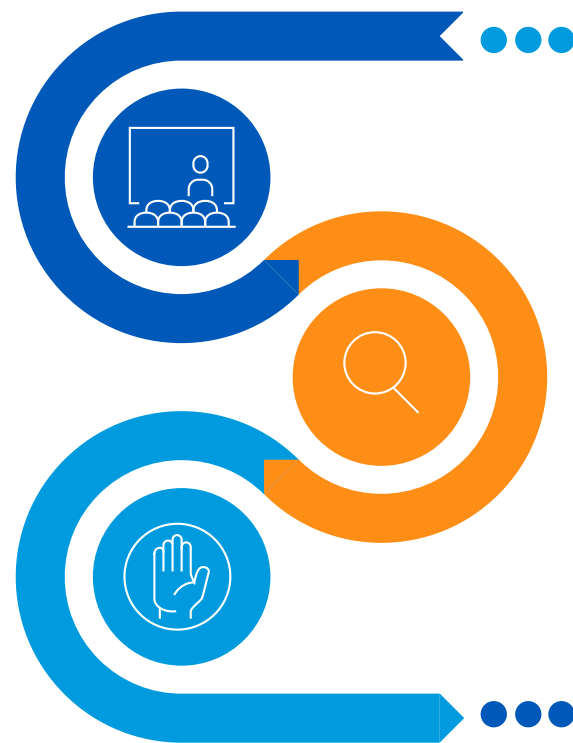
EDUCATION

Cautious selection of betting events:
- Non-professional and young athletes are too vulnerable and may be tempted to fix a match; therefore, betting on minor sports / leagues in certain contexts should not be offered

High-level automation:
- A peerless monitoring system to allow robots to analyze real-time odds volatility and detect suspicious odds movements
- Info/Odds/Money Flow Monitoring

DETECTION

- GLMS System and Individual Member Suspicious Betting Pattern Alert trigger
- Key Betting Event Information Acquisition
  - Bet description
  - Wager value
  - Time/odds
  - Distribution channel
  - Retail/digital
- Geographical location

MANAGEMENT

GLMS containment action recommends members to:
- Increase limit thresholds
- Change drastically Odds/Leg
- Close Betting on a given market
- Close betting on the whole event

GLMS and members communicate formally to:
- Regulators
- Law Enforcement Agencies
- Sport Federations Integrity Units
- Sport Prosecutors

Global Lottery Monitoring System

The Global Lottery Monitoring System (GLMS) is lotteries' mutualized monitoring system on sports betting. It was founded by European Lotteries and the World Lottery Association, and currently counts 32 individual members as well as two associate members. It aims to detect and analyze suspicious betting activities that could affect the integrity of a sport competition. GLMS facilitates the sharing of sports betting information as part of the collective efforts of its members in ensuring sports betting integrity globally. It is dedicated to effective cooperation with all key stakeholders, namely regulators, law enforcement authorities, and sports organizations. Lottomatica collaborates with GLMS by sharing information on suspicious match-fixing activities, feeding a global exchange of data from several sources that is continuously updated.

customers and players.

Advancing responsibility is not merely a choice; rather, it is the condition required for sustainable growth over time. Whether voluntary or driven by regulations, responsible gaming (RG) is a vital aspect of every reputable gaming company, and just as important as sales results. Responsibility and growth cannot be mutually exclusive. IGT believes that it is incumbent upon all stakeholders in the gaming industry to take a proactive approach to problem and underage gambling.

To that end, IGT has steadily increased its efforts to prevent gambling behavior that may adversely affect a player. IGT works closely with our customers to understand and accommodate their needs related to providing turnkey solutions and assistance embedding RG features into their offerings.

As an employer in more than 50 countries, IGT designs training courses that ensure employees of all levels and responsibilities have the appropriate RG skills to manage their daily activities. Courses are offered in two categories:

- General awareness of RG targeting all employees, and;

- Tailored RG courses designed for employees working in more specific roles within the Company.

IGT works with a wide variety of stakeholders to promote and support RG, including problem gambling researchers, advocacy groups dedicated to

Responsible Gaming
GRI: 103-3

Strong integrity, close attention to customer needs, and a proactive approach to providing best-in-class customer service year after year has made IGT the global leader in gaming. Working in highly regulated markets across jurisdictions throughout the world, where differences are related not only to laws and regulations, but also cultural and social attitudes, IGT is fully aware of the risks as well as the responsibilities associated with the gaming industry.

Despite the industry's inherent complexities, as part of its corporate commitment, IGT works relentlessly to make sure that state-of-the-art tools and procedures are embedded throughout all business segments to protect people, products, and processes. In addition, IGT's responsibility is not limited to compliance protocols. As a market leader, it places the highest importance on establishing and nurturing a level of trust within the Company and among its

promoting awareness of RG, and policymakers.

Setting the Pace in Responsible Gaming

As one of the world's leading gaming and technology vendors, IGT has a unique approach to sustainably growing its business. By working with global customers to engage players across all gaming channels, IGT is always mindful of providing games players love, anytime, anywhere, on any device, in ways that are anchored by a sound approach to social responsibility.

IGT's RG efforts are based on the following objectives:

- Promote protective tools to prevent problem gambling.

- Support RG organizations that address problem gambling.

- Prevent underage gambling.

IGT INDIANA: WORKING ON BEHALF OF THE HOOSIER LOTTERY

IGT Indiana has focused on consistently improving the Responsible Gaming marketing campaigns developed on behalf of the Hoosier Lottery by creating a lighthearted and memorable responsible gifting campaign that reminded shoppers to only gift lottery tickets to individuals over 18. The message was communicated through a series of six social media graphics that depicted tips for "adulting," a pop culture trend.

LOTTOMATICA'S AWARENESS AND PREVENTION FOR PLAYERS: LET'S SPREAD THE WORD

In Italy, Lottomatica has carried out the sixth edition of its underage gambling prevention tour, in partnership with MOIGE (Movimento Italiano Genitori, Italian Parents Movement) and FIT (Federazione Italiana Tabaccai, the Italian Tobacconists Association). A reception stand visited 105 points-of-sale in 26 cities to increase exposure and raise awareness of underage gambling and the prohibition of gambling by minors (those under 18). The communication campaign "Facciamo Girare la Voce" (Let's Spread the Word), running mainly in the media and on social media, has generated more than 21 million contacts in the press and more than 8 million on the web.

NORTHSTAR NEW JERSEY MANAGES RESPONSIBLE GAMING FEATURES ON BEHALF OF THE NEW JERSEY LOTTERY

NorthStar Nwew Jersey supports RG programming through employee and retailer training, the production of RG advertising campaigns, social media messaging, and the production of RG materials in the form of brochures, stickers, magnets, and underage play prevention materials. Additionally, responsible play and problem gambling support are available online via the New Jersey Lottery website.

Pictured: Images of Northstar New Jersey print and social media campaigns supporting the New Jersey Lottery.

IGT's Responsible Gaming Commitment

In compliance with the industry's best practices and standards, IGT has identified eight RG commitments in support of the RG Working Group's goals:

• We work with appropriate stakeholders on RG issues to ensure IGT follows best practices and is aware of current RG research as it relates to our operations.

• We create internal awareness about RG and provide specific education and training to relevant employees as it relates to their daily activities.

• We incorporate RG tools into our products and services to minimize potential risks.

• We ensure IGT's remote gaming platforms offer operators the ability to monitor players' behavior and minimize any potentially excessive or illegal gaming activities.

• We ensure all advertising and promotional activities comply with IGT's Responsible Gaming Code of Principles.

• We support customers with RG best practices to promote RG.

• We engage with stakeholders to align our RG strategies according to their expectations.

• We report IGT's RG activities to key stakeholders.

IGT continually focuses on being a forward-thinking company that weaves RG into the fabric of all its products, programs, and policies. This is demonstrated by IGT's adherence to globally recognized programs, such as those of the World Lottery Association (WLA) and the Global Gambling Guidance Group (G4) aimed at protecting players and minimizing problem gaming risks and other potential harms.

To promote awareness and best practices within the organization, IGT has established the IGT Responsible Gaming Working Group, which includes subject matter experts (SMEs) within many departments at the global level. Its contribution is key in incorporating RG features into products and educational programs for both staff and customers, and including them in internal and external communications.

In 2018, as a result of the ongoing efforts of the working group, IGT's lottery and gaming business segments mutually agreed on a process for tracking advertising and marketing compliance. Consequently , it is now standard for all external-facing advertising and marketing communications to be vetted through the RG members of the Corporate Social Responsibility (CSR) team.

Embedding Responsible Gaming in the Customer Satisfaction Survey

In September 2018, IGT conducted the IGT Global Customer Satisfaction Study of 289 individuals at 84 lotteries by using online and telephone interviews, and for the first time, IGT included a responsible-gaming-related question. The question explored how IGT's RG efforts and support are aligned with customers' RG programs. IGT received a 75% positive rating.

"As the world's leading gaming Company, IGT is focused in supporting our industry and our communities. We have a leadership role in balancing sustainable growth and Responsible Gaming while delivering innovation and excellence to keep gaming fun for all. We are committed to ensuring the integrity of our products and services. We adhere to a strict Code of Conduct and a rigorous compliance program, while helping protect players through our longstanding collaborations with the world's most recognized industry organizations."

CEO Marco Sala,
as quoted in IGT's Responsible Gaming Awareness training

Constant Learning and Training

IGT has created several employee-focused training courses to consistently uphold a balanced and responsible approach to gambling to ensure long-term value creation. These courses are regularly scheduled for all employees and new hires to encourage growth in an ethical and responsible manner. They are designed to educate all employees about the Company's commitment to RG, and highlight the consumer protections built into IGT's various gaming platforms.

Training courses are designed to include the more than 12,000 employees worldwide at all levels and responsibilities within the Company. And as stated previously, while general awareness training is provided to all employees, more focused courses are designed for those employees working in specific areas of the Company, such as marketing and advertising, game design, and contact centers.
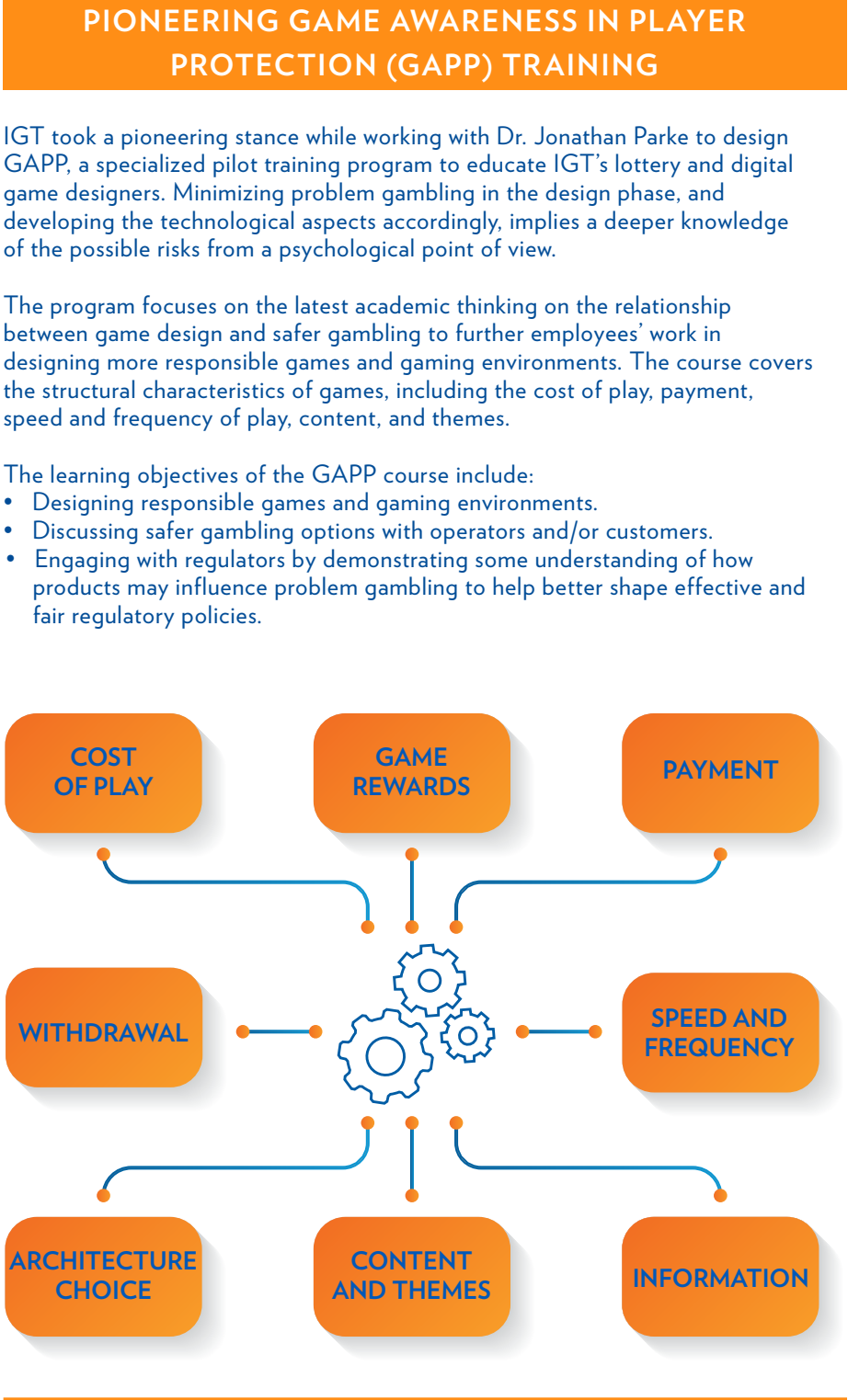
In 2018, IGT developed the Global Responsible Gaming Awareness training and video to educate all employees on the Company's commitment to RG and problem gambling education. The training video features CEO Marco Sala, who explains the importance of RG and how IGT is committed to remaining the global leader in the gaming sector. The video also features SMEs who describe the Company's RG capabilities in the lottery, gaming, and digital business segments. IGT conducted a survey to gauge awareness levels, as well as the overall effectiveness of the course. It found 93% of employees strongly felt that the training was useful for their work, 96% strongly agreed on having an obligation to promote RG, and 100% agreed on the importance of working with customers, associations, and experts to understand and manage potential problem gambling issues.

Specific Training for Retailers in Italy

Lottomatica provided the training course on Responsible Gaming exclusively for retailers. The course can be accessed through the retailers' portal and is divided into modules focused on the ban on gambling by individuals under 18, as well as problem gambling. Each module features a situation that could happen at the point of sale, and explains the right behavior for managing critical situations, such as keeping a minor from gambling. The course provides evidence and expert advice regarding how to manage the most difficult situations, with explanations of current regulations. Upon passing the final test, retailers receive a certificate that can be displayed at the point of sale. In addition, a training program for the sales network included three short videos permanently available through the Lottomatica retailers' portal.

While much of the focus thus far has been on safer strategies for operators as they interact with consumers, RG planning should start even before consumers begin interacting with operators and their products. The games themselves also influence the players' safe gambling journey. Content developers and suppliers, therefore, have a much bigger role to play in ensuring safe and responsible gambling. Indeed, a game designer's education is key in incorporating RG into products in accordance with the overall goals of IGT's RG efforts. For this reason, IGT has designed specific education programs for game designers.

Game Awareness in Player Protection (GAPP) training is being developed to help those working in the gaming industry to promote a better understanding of product-related risks and consider opportunities to develop safer and more sustainable games. IGT is the first gaming company worldwide to adopt this program and is committed to ensuring that it has a positive impact.

PIONEERING GAME AWARENESS IN PLAYER PROTECTION (GAPP) TRAINING

IGT took a pioneering stance while working with Dr. Jonathan Parke to design GAPP, a specialized pilot training program to educate IGT's lottery and digital game designers. Minimizing problem gambling in the design phase, and developing the technological aspects accordingly, implies a deeper knowledge of the possible risks from a psychological point of view.

The program focuses on the latest academic thinking on the relationship between game design and safer gambling to further employees' work in designing more responsible games and gaming environments. The course covers the structural characteristics of games, including the cost of play, payment, speed and frequency of play, content, and themes.

The learning objectives of the GAPP course include:
• Designing responsible games and gaming environments.
• Discussing safer gambling options with operators and/or customers.
• Engaging with regulators by demonstrating some understanding of how products may influence problem gambling to help better shape effective and fair regulatory policies.

COST OF PLAY

GAME REWARDS

PAYMENT

WITHDRAWAL

SPEED AND FREQUENCY

ARCHITECTURE CHOICE

CONTENT AND THEMES

INFORMATION

Partners in Research

IGT is a proud partner of Responsible Gaming research conducted in the U.S. as well as Europe. Among IGT's contributions:
• IGT is supporting the Tennessee Education Lottery Corporation in its quarterly tracking study of how the lottery makes a positive contribution to the state, is respectful to all ethnic groups, markets its games to people of all income levels, communicates the overall odds of each game, discourages underage play, and ensures that games and drawings are run fairly and securely.

• Lottomatica is complying with the Italian regulatory body Agenzia Dogane e Monopoli (ADM) in conducting research focused on mechanisms triggering the willingness to play. Lottomatica participates in cooperation with SNAI, University of Genova, La Sapienza University (Rome), and Doxa (research institute).

• IGT in Indiana is supporting "Positive Play Scale," a study measuring the amount of positive play in a player base and the effectiveness of RG tools. This study was conducted by Gamres, an independent research and consultancy service that designs, implements, and evaluates RG strategies.

• IGT was happy to partner with the National Center on Responsible Gaming (NCRG) in support of its new Center of Excellence for Research on Sports Wagering.

Partnering at the International Level to Advance Responsible Gaming Research and Adoption GRI: 102-13

IGT seeks to help its customers create environments where players can play safely. To that end, we contribute to the research of problem gambling prevention and the risks of gambling. In addition, IGT has built relationships with RG stakeholders, both within and outside of the industry. Through various studies, IGT strives to increase awareness and promote the understanding of RG by sharing findings with customers and the research community as appropriate.

IGT's marketing professionals also conduct a wide range of studies on an annual basis that guide recommendations using market-specific insights and knowledge.

IGT's corporate market research team focuses on three primary areas of concentration:

• Facilitating primary research studies through third-party vendors/partners.

• Leveraging secondary research.

• Implementing additional research initiatives.

This information is used to help jurisdictions explore and develop new game concepts and marketing initiatives across various player groups. Furthermore, IGT has access to insights, experiences, and other relevant information from jurisdictions throughout the world that can be shared with customers.

IGT also uses results of the most important and recognized public research from trusted resources to understand international best practices and implement them in its RG program. It aims to review evidence and theory regarding gambling products. Providing a better understanding of structural characteristics to stakeholders should better equip them to promote and evaluate RG and harm-minimization strategies.

Throughout the world, IGT works with a wide variety of external stakeholders, including advocacy groups, audit firms, and certification bodies dedicated to promoting awareness of RG. Each entity is a partner to the Company and dedicated to ensuring that IGT continually improves and fully supports RG best practices.

WORLD LOTTERY ASSOCIATION
WLA

IGT is an Associate Member of the World Lottery Association (WLA). The WLA's values are based on a commitment to the highest standards of corporate responsibility, including the WLA Responsible Gaming Principles and Framework, and respect for the duly authorized legal systems that determine where, and in what form, gaming products can be provided to the citizens of a geographical or national territory.

The WLA is committed to sharing knowledge and experience amongst its members and improving its business in the interest of stakeholders as determined by the authorities in its respective jurisdictions. IGT is part of the CSR/RG WLA Working Group, and Fabio Cairoli, IGT CEO Italy, is member of the WLA Executive Committee.

THE EUROPEAN LOTTERIES

IGT is a Premium Partner of the European Lotteries (EL), the umbrella organization of national lotteries operating games of chance for the public benefit. EL brings together state-owned and private operators, both for-profit and non-profit, that operate on behalf of the state. Members only offer gambling and betting services in the jurisdictions in which they are licensed by the respective national government. EL promotes the sound and sustainable gaming model for the benefit of society, based on the values of subsidiarity, precaution, solidarity, and integrity. IGT representatives cooperate with all EL working groups.

NCPG
National Council on Problem Gambling

IGT is a Platinum Member and Annual Sponsor of the Conference of the National Council on Problem Gambling (NCPG), the U.S.-based organization working with state and national stakeholders in the development of comprehensive policies and programs for all those affected by problem gambling. The Company has obtained the Internet Compliance Assessment Program (iCAP) certification from the NCPG. Jade Luchauer, Corporate Social Responsibility Manager of Indiana's Hoosier Lottery, is the chairwoman of the NCPG Communications Committee.

PROBLEM GAMBLING AWARENESS MONTH
➜ AWARENESS • ACTION

Partnering with the National Council on Problem Gambling (NCPG) for Problem Gambling Awareness Month

To emphasize the importance of RG to all employees globally,

IGT participates in the NCPG's national observance of Problem Gambling Awareness Month, a grassroots campaign held in March every year that includes NCPG state affiliates, organizational and individual members,

state health agencies, gambling companies, recovery groups, and a wide range of healthcare organizations and providers. In 2018, IGT rolled out its new RG awareness training to all its employees worldwide.

GambleAware®

IGT is an Annual Member of GambleAware, the leading charity in the U.K. committed to minimizing gambling-related harm. As an independent national charity funded by donations from the gambling industry, GambleAware funds education, prevention, and treatment services, and commissions research to broaden public understanding of gambling-related harm. The aim is to stop people from experiencing problems related to their gambling, and ensure that those who do develop problems receive fast and effective treatment and support.

NCRG
NATIONAL CENTER FOR RESPONSIBLE GAMING
Advancing Research, Education and Awareness

IGT is a Conference Supporter of the National Center for Responsible Gaming (NCRG), the only U.S. organization exclusively devoted to funding research that helps increase understanding of pathological and youth gambling, and which seeks effective methods of treatment for the disorder. IGT was happy to partner with the NCRG in support of the new Center of Excellence for Research on Sports Wagering. The Center of Excellence ensures that high-quality research — not bias or political expediency — determines the steps to regulating sports betting. In 2018, IGT was asked to chair the NCRG's Responsible Gaming committee.

ONGOING PARTNERSHIP BETWEEN NORTHSTAR NEW JERSEY(NSNJ) AND THE COUNCIL ON COMPULSIVE GAMBLING OF NEW JERSEY

NSNJ partners with the Council on Compulsive Gambling of New Jersey (CCGNJ) to remain impactful and relevant in its RG programming, advertising, and outreach. The CCGNJ regularly provides NSNJ with background information, research, and data to ensure NSNJ's advertising campaigns reach those most in need.


Northstar New Jersey's Gift Responsibly Holiday Press Conference. Featured in the photo is the Acting Executive Director of the New Jersey Lottery, James Carey, and the Executive Director of the CCGNJ, Neva Pryor.

IGT is Member of the CSR and Responsible Gaming committee of the American Gaming Association (AGA), the U.S.-based national trade group representing commercial and tribal casino operators, suppliers, and other entities affiliated with the gaming industry.

PARTNERING WITH AGA FOR RESPONSIBLE GAMING EDUCATION WEEK
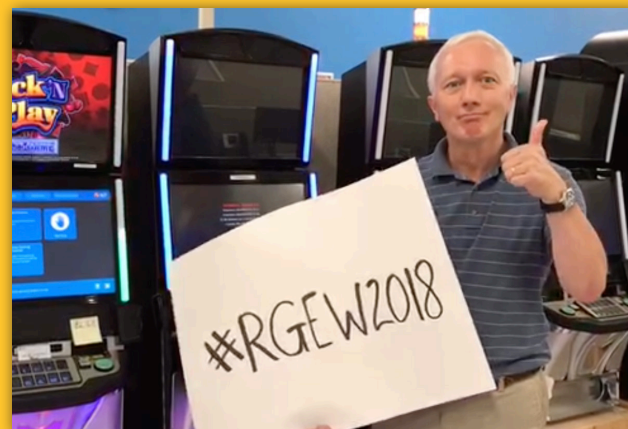
IGT proudly supports the American Gaming Association (AGA)'s annual Responsible Gaming Education Week. RGEW provides an opportunity to showcase the industry's year-round dedication to RG programs, and is an important part of the industry's steadfast commitment to promoting RG. Every year, IGT joins the AGA and casino operators throughout the U.S. to increase awareness of RG among gaming employees, casino customers, and the general public. In August, to support to RGEW 2018, IGT Subject Matter Experts (SMEs) representing different business operations created the internal social media campaign, "Five Facts You Didn't Know About Responsible Gaming," which featured videos highlighting the RG tools in their various segments.

IGT is an Associate Member of the North American Association of State and Provincial Lotteries (NASPL). Its mission is to assemble and disseminate information and the benefits of state and provincial lottery organizations through education and communications and, where appropriate, publicly advocate its positions on matters of general policy.

IGT is a Member, Conference Participant, and Presenter of the European Association for the Study of Gambling (EASG), and attends its bi-annual Conference on Gambling Studies and Policy Issues. The association provides a forum for the systematic study, discussion, and dissemination of knowledge about all matters related to gambling in Europe.

IGT is a voting member of the Association of Gaming Equipment Manufacturers (AGEM). Voting members are limited to companies that hold or have an application pending for a manufacturer and/ or distributor license in a regulated gaming jurisdiction and whose principal business is manufacturing or distributing gaming devices, gaming systems, and/or gaming equipment. Voting members represent a true "who's who" of companies dedicated to the advancement of technology and innovation that drives the global gaming industry forward.

CONFERENCE IN MALTA TO SHOWCASE IGT'S BEST PRACTICES

At the 12th edition of the European conference on gambling studies and policy issues hosted in Malta by the European Association for the Study of Gambling (EASG), IGT presented "RG Awareness and Education @ IGT - Our Journey: Ahead of the Game", the keynote on RG communication efforts undertaken by IGT to address both external and internal audiences.
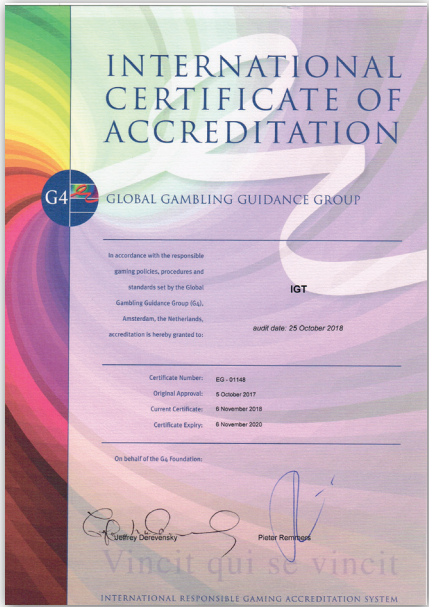
Certifications GRI: 102-12

The certifications awarded to IGT by the most important gaming industry associations worldwide are a testament to IGT's commitment to RG. These various certifications require renewal on a regular basis. Therefore, IGT must continuously improve its RG programming to fulfill recertification requirements and prevent any gaps in actions or procedures that might hinder the eventual recertification processes.

IGT is the first gaming vendor in the world to achieve RG accreditation from the Global Gambling Guidance Group (G4) – a group of problem gambling experts promoting a worldwide accreditation and certification program for land-based casino and lottery operations. To maintain G4 certification, IGT was independently assessed to confirm that the Company goes above the industry standards of providing player protection tools and RG information on gaming machines. G4 also requires vendors to make a commitment to conducting research, establishing dedicated policies, and training employees. This certification reinforces IGT's commitment to

being a responsible vendor, and demonstrates the effectiveness of the RG technology solutions it provides to gaming operators worldwide.

Doing the right thing for players and the broader community has made CSR − specifically, the Responsible Gaming Principles and Framework − a priority for the WLA. IGT has been awarded certification for its lottery operations for the WLA Associate Member Corporate Social Responsibility Standards and Certification Framework. IGT was commended for its commitment to establishing sustainable CSR and RG programs as a vendor to the global lottery industry for nearly 40 years.

An external appraisal was performed by a WLA-approved assessor who provided an informed, complete, and impartial assessment of the Company's lottery operations, and who completed a Statement of Alignment reflecting IGT's compliance with the eight sections of the WLA CSR standards. The eight standards include research, employee programs, product and service development, remote gaming environment, advertising and

marketing communications, client awareness, stakeholder engagement, and reporting.

In February 2018, IGT achieved the Internet Responsible Gambling Compliance Assessment Program (iCAP) re-certification. The iCAP certification provides assurance to operators and consumers that IGT's business-to-consumer (B2C) websites and platforms in the business-to-business (B2B) market are compliant with the Internet Responsible Gambling Standards (IRGS) developed by the National Council on Problem Gambling (NCPG). In 2018, the NCPG decided to focus its iCAP certification program solely on lottery operators; thus, the iCAP recertification process for vendors was discontinued. In response, IGT partnered with the G4 to assess and certify its online platform beginning in 2019.

LOTTOMATICA'S RESPONSIBLE GAMING CERTIFICATIONS

Lottomatica earned a certificate of compliance with the Responsible Gaming Standard of the European Lottery program in 2009 and renewed it to 2021. It also earned a certificate of compliance with the Responsible Gaming Standard of the World Lottery Association at the highest level of certification (Level 4) in 2009 and renewed to 2022. Finally, it achieved the first international certification of conformity for all gaming portals, granted by G4, in 2009, and renewed it until 2022.

Certificate of compliance with the Responsible Gaming Standard of European Lottery program, achieved in 2009 and renewed to 2021.

Certificate of compliance with the Responsible Gaming Standard of World Lottery Association program at the highest level of certification (Level 4), obtained in 2009 and renewed to 2022.

First international certification of conformity for all gaming portals, granted by G4 – Global Gambling Guidance Group, achieved in 2009 and renewed until 2022.

NEW JERSEY LOTTERY'S AND HOOSIER LOTTERY'S RESPONSIBLE GAMING CERTIFICATIONS

The New Jersey Lottery and the Hoosier Lottery of Indiana have achieved WLA Level 4 Certification in Responsible Gaming. Northstar New Jersey will help the New Jersey Lottery apply for recertification in the fall of 2019. IGT Indiana assisted the Hoosier Lottery in attaining WLA Level 4 in Responsible Gaming recertification through 2021.

Embedding RG in Systems and Design

As gaming continues to expand among different channels, IGT is balancing sustainable growth with innovation and excellence to keep gaming fun for all. IGT's products, systems, and portals include advanced RG tools that help safeguard players' interests and address regulators' concerns.

These tools are significantly more effective when offered across every gaming channel, including at the retailer counter, on a video lottery terminal (VLT), on a laptop at home, or on a mobile device. Experienced and technologically advanced lottery operators have recognized the need for holistic, omnichannel RG solutions that maximize growth in a responsible and secure manner. IGT works closely with each of its customers to understand and accommodate their needs to embed RG features into their offerings.

Lottery

As one of the world's leading operators of highly secure online lottery transaction-processing systems, IGT strives to recognize and respond to issues affecting the community, from implementing a new lottery that is compatible with a particular culture, to being a good corporate citizen.

IGT's approach to RG is at the forefront of lottery product development. From player-facing vending machines and devices to analytics and retailer controls, RG features are built in. IGT's comprehensive approach considers all the elements of a lottery

IGT INDIANA: SHOWING HOW TO EMBED RESPONSIBLE GAMING FEATURES INTO GAME DESIGN

In 2018, IGT Indiana employees presented at the National Council on Problem Gambling's Annual Conference and provided information to conference attendees on how the Hoosier Lottery approaches RG design. The presentation included information on how the Hoosier Lottery approaches RG concerns and employs risk mitigation strategies since the development of its Responsible Game Design Self-Assessment tool in 2016. Since then, the tool has been used to help document how the Lottery considers RG in its game design process, and every scratch-off ticket is evaluated using the tool before it goes to market using criteria from its Marketing Code of Conduct.

Featured: Jackie Koenig, Senior Product Manager, IGT Indiana, presenting at the National Council on Problem Gambling's Annual Conference. She used the Pinball Wizard Scratch-Off ticket as an example of a game that was modified by game designers as a mitigation strategy when they felt the artwork could appeal to individuals under 18.

program, including design, launch, retail, promotions, and advertising.

All of this is done with the support of a suite of RG best practices based on IGT's experience supporting and operating gaming programs throughout the world. Lottery system features for RG ensure operational control over all components that manage processing, reporting, security, and retailer management, while supporting customers as they implement RG structures and play styles.

The point of access in the retailer setting plays a critical role in the way IGT incorporates RG parameters into its systems. All of IGT's current TouchPoints (retailer and player-facing terminals) are capable of reading personal identification cards (like a driver's license) containing a barcode, providing customers with reliable age-verification technology for retailers.

The age-verification process becomes even more critical with self-service devices. Lottery customers could implement the actual scanning of a player's driver's license or other government ID card for each transaction on self-service devices, virtually eliminating underage play. If the driver's license age verification is not used, retailers can remotely disable the machines. A notification of the minimum age to purchase can also be displayed on the self-service screen.

Furthermore, IGT's multimedia digital signage provides the opportunity for the lottery to display RG messages that

encourage players to play responsibly. IGT encourages lotteries to label all lottery solutions seen by the public with messages to play responsibly. Trim kits on self-service devices can be used to clearly identify that a player must be 18 or older to play. Helpline contacts on the labels provide a contact for players seeking RG assistance.

IGT's online and instant system installations and conversions include complete communication and training programs to ensure the jurisdiction's site staff and retailer base are fully prepared, properly trained, and highly equipped to handle all sales activities. Individual terminals are also equipped with a Training Mode so new game and sales features can be practiced and perfected before sales go live. More than 60 customers worldwide use RG features that are a part of IGT's lottery software.

Gaming

Jurisdictional requirements are aimed at protecting players and minimizing problem gaming risks and other potential harms. IGT's customer products are compliant with each region's regulations and fulfill 100% of each operator's RG rules and requirements. IGT's compliance is also verified by testing agencies appointed by operators and regulators.

IGT provides RG features across its casino systems product portfolio. These features track player gaming activity and detect situations where players are reaching preset limits, either set by the player or defined according to casino operator policy or regulations. The IGT casino system RG Monitor is a tool that enables back-office monitoring and provides staff with information to guide and inform players about their play habits. RG Monitor provides real-time information about average bet, number of games played, amount spent, and theoretical loss. For each of these, the casino can set up parameters to define two levels of triggers (information and

warning) and alert players if they activate one of these triggers.

In addition, IGT provides a new RG application that is currently available through the casino management system (CMS), Casinolink. It differs from the RG Monitor in that it can be used either as a back-office tool or with direct interaction with players, where they can set their own limits (time, wagers, losses, visits), see their gaming history, receive notifications about reaching limits, and eventually activate gaming restrictions (exclusion for a period of time). This solution is expected to be available on other CMS platforms in the future.

IGT has developed RG technology for VLTs and VLT central management systems that is based on extensive research among lottery operators and players, and developed in consultation with experts in problem gambling. IGT's solution for the distributed market is the most comprehensive in the industry today, as it consists of a broad selection of different RG features offered to players.

The RG tools include on-machine

features and system-supported functionalities, with the main objective of helping players make informed choices. Therefore, the majority of IGT's VLT RG features are designed to enhance player education and self-awareness. Some jurisdictions require features to help players in a user-friendly and unobtrusive manner, as well as to keep track of the time and money they have wagered. VLT pop-up reminders might indicate the time remaining in a play period as determined by the player or operator, or by regulatory requirement.

Other features include age verification; education about randomness, probability, and independence of events to dispel myths and erroneous perceptions that players might have about gambling; setting time and monetary limits for sessions; self-assessment surveys on problem gambling; permanent clocks displaying time and game/session duration; credit meters showing monetary amounts; restriction of money inserted; spending predictions; and automatic session stops.

IGT has experience with several forms of system-based limits using a variety of factors. These factors can be as basic as the length of a session and the amount wagered; or they can be more robust, such as limits on player losses per day, per week, and/or per month. Limit-setting features can be enacted on a mandatory or voluntary basis and set by the operator or player depending on the regulatory requirements. Other variations include enforced timeouts or "cooling-off" periods once a limit

is reached and the ability for players to further reduce their limits within the current session. Some program formats permit players to further limit their play within parameters that have been defined by the operator. IGT strives to develop tools that are easily configurable for operators while being player-friendly and accessible. In some cases, this type of RG measure may be associated with a player loyalty card.

A limit-setting program provided by IGT in Canada includes the following features:

- An opening screen that allows a player to select the length of play for up to one hour.

- The ability for an operator to control the maximum length of play and the amount of the wager.

- VLT pop-ups that remind players how long they have been playing and ask if they wish to continue.

When the last session's duration expires, players are informed that their time has elapsed, and they must cash out.

In jurisdictions requiring the display of additional information to players, IGT has worked with regulators and operators to create RG information and tools for the gaming screens. These gaming-information screens include:

- Signs of a gambling problem.

- RG tips.

- Budget-setting suggestions.

PlayDigital

The rapidly evolving world of digital gaming requires a sophisticated approach to implementing RG best practices and security tools for the protection of players. As the industry has progressed into the world of remote gaming, operators have worked with suppliers to reproduce the in-store lottery and instants playing experience by optimizing lottery play online, while ensuring the presence of RG controls at each stage of the migration of digital gaming over the internet.

IGT has implemented a range of player-protection tools on its digital demo portal interactive.igtgames.com, where B2B customers can see applications that can be embedded into their websites. Operators can implement these features and functionalities to be compliant with their market rules and regulations, or to exceed the minimum requirement.

IGT's online player-protection tools have been designed to provide operators with baseline features and functionalities that can be implemented to allow players easy access to features such as:

- **Self-Exclusion and Timeout**: Players can choose a timeout, which allows a short break from gambling by blocking their account for 24 hours, 48 hours, seven days, or 30 days. Players also have the option to choose self-exclusion, a formal process where they request prevention of access to their online account for a period from six months to permanently.

Harnessing the Power of Mobile with PlaySpot™

PlaySpot™ is an integrated suite of technologies enabling casinos to harness the power of mobile and deepen customer relationships. Throughout a visit, 90% of land-based casino

visitors are active on their smartphones, even while playing. IGT has developed a completely new kind of mobile betting experience with casino games and race and sports betting, featuring patent-pending technology and RG features that attract and hold the attention of

visitors before, during, and after each visit. Operators are able to set the Reality Check period in the secure back office. When a player reaches a break, the session is automatically closed and a configuration option introduces a new login after this break.

The PlaySpot™ system allows operators to have a full view of the gaming behavior for assessment, from money deposits and withdrawals to frequency of login, while players have access to RG information from the account screen and direct links to help websites.

IGT Sports Betting

For account-level monitoring, IGT Sports Betting provides tools to allow operators to see betting patterns within player accounts. Most regulated betting markets enable some form of account-based sports betting, whereby players create an account to place wagers, which links information about the wagering activity and wagering history to an individual. Within any IGT PlayDigital™ installations, account-level monitoring is performed both within the IGT Sports Betting system and within the Player Account Management (PAM) system, whether the PAM is IGT PlayCommand™ or a third-party system. Attributes like geographic grouping and financial patterns are all monitored from within the PAM. The PAM also features Know Your Customer, a process of verifying player identity, assessing potential risks, and monitoring transactions.

- **Game Limits**: Players can select their daily deposit and daily, weekly, and monthly game limits. By completing the fields, players will activate automatic checks performed by the system. Once completed, their deposits and play behavior will be regulated and monitored.

- **Myths and Misconceptions**: Players are provided with a list of common myths that they can look through for clarification.

- **Gambling Risk Test**: Players can take a self-assessment to understand their current situation. The higher the score, the more likely it is that their gambling could be a problem.

- **My Financial Transactions**: Players can view the date, amount, type of transaction made, description, and game details.

- **Game Transactions**: Players can view the game name, session ID, start date, end date, duration, wager amount, win amount, and status.