



Northern Territory of Australia

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Northern Territory of Australia

Racing and Betting Act 1983

Amendment of Code of Practice

The Racing Commission, under section 148A(1) of the *Racing and Betting Act 1983* and with reference to section 43 of the *Interpretation Act 1978*, approves the amendment to the *Northern Territory Code of Practice for Responsible Service of Online Gambling 2019* specified in the Schedule.

Copies of the amended code and all documents incorporated or referred to in the code may be inspected by members of the public at any time at:

<https://nt.gov.au/industry/gambling/gambling-codes-of-practice>

Dated 11 November 2022

The Common Seal of the Racing Commission was affixed in the presence of:
Alastair Shields

Schedule

Part 5.3

omit, insert

5.3 Activity statements

An online gambling provider must provide a monthly activity statement within 7 days of the end of each month to each customer who has made a transaction on the customer's betting account within the preceding month.

If a customer has not placed a bet in 12 months or more an activity statement must not be sent to the customer.

The activity statement must use plain English and must provide information that is clear and easily understood.

The activity statement must not include gambling advertisements or inducements.

The activity statement must include the following:

- (a) segmented information clearly showing betting activity and account transactions for the month, including information about:
 - (i) amount spent;
 - (ii) wins and losses;
 - (iii) number of bets placed;
 - (iv) overall net win/loss for the specified period of the activity statement;
 - (v) opening and closing balances;
 - (vi) deposits and withdrawals;
 - (vii) the account balance;
- (b) a column graph to illustrate wagering activity comparing amount spent against net result over time for the last six months (cumulative), and showing a clear comparison tracking to the same time from the previous year;
- (c) links to, and information on, support services and safe gambling messaging that promotes available consumer protection tools;
- (d) a link to the customer's transaction list for the relevant month.

The activity statement must be given to the customer by sending it to an email or postal address nominated by the customer.

The activity statement must be provided free of charge except for postage costs if the statement is sent to a postal address.

In addition to the activity statements, an online gambling provider must ensure a customer (including a person whose betting account has been closed) has access to a record of the customer's betting account transactions for at least the preceding 7 years:

- (a) for customers who bet online – immediately at all times via a customer's 'My Account' window; or
 - (b) for customers who bet through other means (for example by telephone) – by email or post within 14 days of the customer's request for a copy of their account transactions.
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