

VIRGINIA SPORTS BETTORS' BILL OF RIGHTS

I. The Right to Integrity and Transparency

Sports bettors have the right to access information necessary for bet-making, as well as information demonstrating that the permit holder's offerings are administered legally and fairly in all respects. Such information includes but is not limited to:

- The handle of the bet
- The odds and pertinent information used to calculate those odds
- Payout amounts and schedule of payouts
- Systems for reporting suspicions of fraud, such as internal reporting protocols and available legal actions
- Prohibition of athletes and team affiliates, including employees, from betting on games, leagues, or sports in which they participate
- Contact information for the permit holder
- Resources for problem gambling, expressed in a clear and easily accessible manner

II. The Right to Data Privacy and Security

Sports bettors have the right to privacy and protection of their personally identifiable information and to the security of their funds and financial activities on sports betting platforms.

III. The Right to Self-Exclude

Self-exclusion refers to systems employed within the gaming ecosystem that allow consumers to preemptively limit bet sizes, frequencies and other related behavior. Self-exclusion systems give the bettor the ability to exclude him- or herself from participation in sports betting in the Commonwealth, whether for a limited period or permanently.

IV. The Right to Protection of the Vulnerable

Sports betting permit holders must employ industry best practices to verify the age of the account holder and block access by anyone under 21 years of age. All sports bettors must have easy access, through their preferred sports betting platform, to resources about addiction warning signs and treatment. Sports betting permit holders are to be proactive in preventing at-risk customers from becoming problem gamblers by implementing responsible gaming programs, trainings, and other practices to help sports bettors play responsibly.

V. The Right to Recourse

A sports bettor has the right to recourse against a sports betting permit holder in the event he or she believes a transaction or other interaction has been mishandled. Such recourse is essential to establish the credibility of legalized sports betting and to maintain consumer trust. Sports bettors have the right to seek relief as outlined in the Virginia's sports betting laws and regulations, and sports betting permit holders must have a clear, expeditious protocol to address concerns raised by sports bettors.