



## Commercial Communications Committee

The Commercial Communication Committee evaluates all commercial gaming communications brought to its attention, whether externally or via internal escalation mechanisms, to determine whether the communications comply with the provisions set out in the Gaming Commercial Communications Regulations (S.L. 583.09). The Committee also publishes anonymised decisions to provide further clarity to licensees on how to be compliant on an ongoing basis.

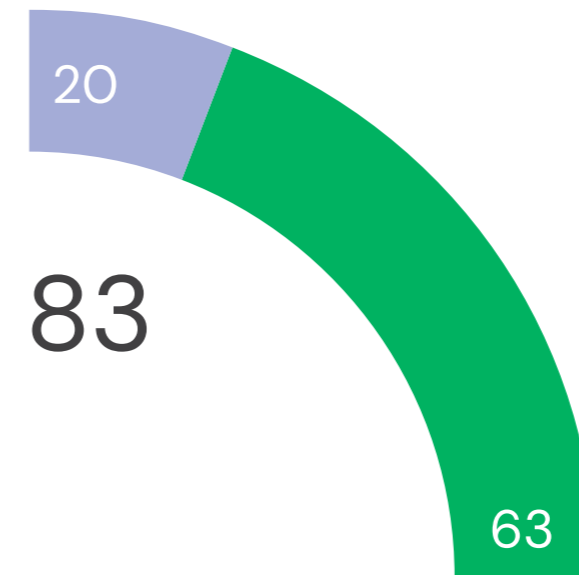
During the year under review, the Commercial Communications Committee took nine decisions regarding possible breaches of the Commercial Communications Regulations. The Committee found authorised persons to be in breach of regulations including, but not limited to, unsolicited commercial communications, commercial communications which do not clearly display the requested information, and communications which did not include educational responsible gambling messaging. Furthermore, some commercial communications were presented such that the web-portal address of any entity devoted to responsible gambling was not clearly legible. Some commercial communications also did not prominently indicate the minimum age to participate in the promoted game.

The Committee communicated with third parties to notify them about breaches and advised them to rectify these to comply with the law and, where required, forwarded the cases to the Compliance and Enforcement Committee for enforcement measures to ensue.

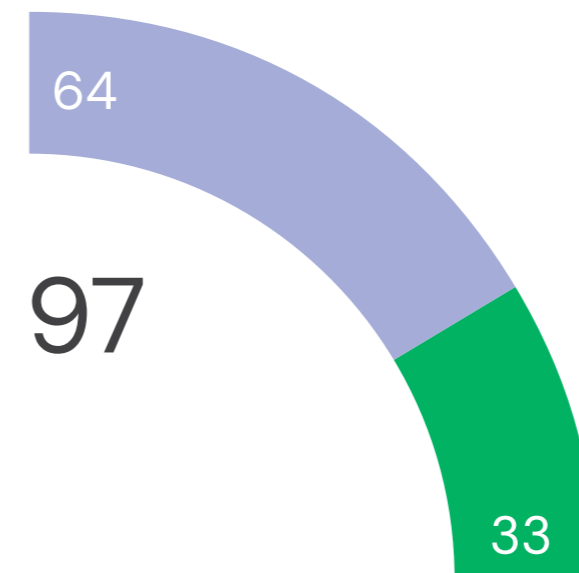
## Collaboration

■ EU ■ Non-EU

### Incoming requests



### Outgoing requests



The Authority has endeavoured to build relationships and ongoing interactions with key local and international stakeholders throughout the years with the goal of exchanging ideas and best practices for regulating the gaming industry. In this light, the MGA entered into several data-sharing agreements, which ensure that when data is shared, there is an adequate legal basis for doing so.

## International Cooperation

The MGA firmly believes that exchanging best practices and learning from one another's experiences is essential to regulate a cross-border industry effectively. To achieve this, we maintain an open communication channel with our counterparts and respond to calls for collaboration, such as those outlined in the Cooperation Agreement between the gaming regulatory authorities of the EEA Member States regarding online gaming services, exchanging relevant information and discussing experiences and challenges.

In 2022, the MGA received 83 cooperation requests from various countries, of which 75.9% were from non-EU countries. In addition, 97 cooperation requests were sent out to various countries, 66.0% of which were sent to EU countries.

Incoming Requests	2020	2021	2022
Generic request for cooperation	21	15	3
Information about the local regime	4	6	6
Request for information about unlicensed persons/entities or cancelled licences	1	3	0
Request for background checks as part of an authorisation process	35	55	67
Regulatory assistance on a locally licensed operator	1	1	3
Informing other regulators of illegalities, including criminal activity by players	4	3	3
Sports integrity*	1	6	1
Total	67	89	83

Table 4: Number of International Cooperation Requests Received 2022

Outgoing Requests	2020	2021	2022
Generic request for cooperation	0	8	1
Information about the local regime	0	0	0
Request for information about unlicensed persons/entities or cancelled licences	0	5	2
Request for background checks as part of an authorisation process	43	61	87
Regulatory assistance on a locally licensed operator	2	1	0
Informing other regulators of illegalities, including criminal activity by players	2	0	7
Sports integrity*	0	0	0
Total	47	75	97

Table 5: Number of International Cooperation Requests Sent 2022

\*The requests above refer solely to those received from other international gaming regulators and exclude any request from other international entities and agencies.

**177** Letters of good standing issued

The MGA also worked closely with other authorities by providing an official reply on the regulatory standing of our licensed operators. We confirm their good standing when this is the case and share relevant information and any adverse remarks regarding the licensees or associated persons where required.



**211** Requests for Information

- Asset Recovery Bureau
- Malta Police Force
- Sanction Monitoring Board
- Financial Intelligence Analysis Unit

## Collaborations with Local Entities

The MGA works with other local regulatory authorities and stakeholders to regulate the Maltese gaming industry efficiently and effectively. This is reflected through responses furnished by the MGA to requests for information made by the Asset Recovery Bureau (ARB), the FIAU, as well as the Malta Police Force (MPF) on the gaming sector. Additionally, the relevant information is provided to the Sanction Monitoring Board (SMB) to assist in issuing penalties to legal and natural persons in case of failure to adhere to sanctions screening obligations.

