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Swedish Gambling Authority regulations and general advice on national lotteries and lotteries for purposes in the public interest;

adopted on 25 July 2018.

The Swedish Gambling Authority lays down[[1]](#footnote-1) the following by virtue of Chapter 16, § 3; § 8(4); § 9; § 10(1); and § 11(1-2) of the Gambling Ordinance (2018:1475) and adopts the following general advice.

Chapter 1 Scope and terminology

**§ 1** These regulations and general advice apply to parties licensed to provide national lotteries under Chapter 5, § 1 of the Gambling Act (2018:1138) and parties licensed to provide lotteries under Chapter 6, § 3 of the Gambling Act.

**§ 2** Unless otherwise specified, the terminology and names used in these regulations have the same meanings as in the Gambling Act (2018:1138) and the Gambling Ordinance (2018:1475).

The following definitions apply in these regulations and general advice

1. *Hidden UV security feature:* UV-fluorescent image or pattern that is invisible to the naked eye. The image/pattern shall only appear when illuminated with UV light at a wavelength of 365 nm and fluoresce in a colour that differs from the background colour on which it is printed.
2. *post-drawn lottery ticket:* a non-sealed lottery ticket for which the drawing takes place after the purchase.
3. *electronic lottery ticket:* a physical lottery ticket bearer that contains electronic components and may contain one or more tickets.
4. *second-tier draw:* a drawing in which the ticket is included in a draw for which the value of the prize has been predetermined.
5. *pre-drawn lottery ticket:* a sealed lottery ticket where the buyer of the lottery ticket can see directly whether it is a winning ticket or not.
6. *chemical erasure protection*: paper with chemicals that discolour the paper if it is exposed to solvents or oxidising agents (alcohol, acids, hydrocarbons, chlorine, surfactants, etc.).
7. *copy protection*: document security features that change or become defective when copied.
8. *lifting*: removal of layers, such as the material that is to be scratched off, which hide the game information.
9. *microtext*: small text with a maximum height of 0.30 mm and a minimum length of 35 mm which to the naked eye gives the impression of being a line, but is clearly legible under magnification.
10. *relief*: letters, numbers or symbols made with a thick layer of ink which creates a raised surface on the paper. Alternatively, letters, numbers or symbols are pressed into the paper, which indents the surface.
11. *reproduction*: imaging by the use of technical equipment with subsequent print or printout.
12. *game information*: the information on a lottery ticket that determines whether it is a winner or a loser.
13. *watermark*: images or patterns produced in the paper manufacturing process and which appear when light passes through them. The image/pattern appears because the paper is made with varying thickness; thicker areas are perceived as darker and thinner areas as lighter.
14. *security pattern*: thin lines in at least two colours with a maximum line width of 0.10 mm and meet at sharp angles. It may also be a line relief, i.e. thin solid lines creating a design that gives the impression of being in relief (three-dimensional).
15. *overprint*: a printed image or pattern that is placed on the top surface of a scratch coating or similar that is designed such that it gives a clear indication if the scratch coating has been lifted.

Chapter 2. Specifically on lotteries for purposes in the public interest

**§ 1** An accountant/auditor shall be appointed prior to the sale of lottery tickets for lotteries for purposes in the public interest as per Chapter 6, § 3 of the Gambling Act (2018:1138).

The accountant/auditor shall review the lottery’s accounts and draw up an audit report.

General advice:

In cases where a lottery’s turnover is estimated to exceed SEK 5 million, a certified accountant or approved auditor should be brought in.

The review should follow the Swedish Gambling Authority’s instructions for accountants/auditors of lotteries for purposes in the public interest.

**§ 2** When a lottery is completed, the licence holder shall provide the lottery’s accounts and audit report to the Swedish Gambling Authority.

Chapter 3. Payout table, winnings, draws and draw results

Payout table

**§ 1** Printed or electronic lottery tickets must conform to the established payout table.

Winning lottery tickets may not be supplied separately from losing lottery tickets.

Winnings

**§ 2** If there are any prizes other than monetary prizes in a lottery, they shall be valued at their market value.

Prizes that are difficult to value shall be valued by an impartial, knowledgeable party.

General advice:

Prizes in the form of, for example, art and other goods can be difficult for a licence holder to value.

Post-drawn lottery tickets

**§ 3** If a draw result is to be based solely on sold tickets, unsold tickets shall be documented before the draw may take place.

Draw results protocol, changes and voiding

**§ 4** The result of a draw shall be documented in a protocol. The protocol shall be stored for the term of the licence.

**§ 5** Draw results may not be changed.

A draw result shall be voided if there have been errors that affected the results and it is voided before the results are made public.

If a draw result is voided as per the above paragraph, the data and the voided result shall be documented and stored for the term of the licence.

Chapter 4. Qualities of physical lottery tickets

**§ 1** Individual tickets in a second-tier draw shall be unique.

An individual lottery ticket shall pertain to a set or round in accordance with the granted licence.

**§ 2** Printed/electronic lottery tickets may not have such physical defects or marks that may make it possible to sort out the winning tickets.

It shall not be possible to read the game information on a sealed lottery ticket.

Sealed lottery tickets shall have safeguards against manipulation and reproduction.

**§ 3** If there are deficiencies in the qualities of lottery tickets such that they no longer meet the requirements of these regulations, production shall cease and any existing lottery tickets shall be voided.

**§ 4** The following apply to pre-drawn, sealed lottery tickets with a maximum prize value of more than one (1) price base amount

1. it shall not be possible to reseal an opened lottery ticket,
2. it shall not be possible to read the game information by passing light through it,
3. the game information may not produce a raised or indented relief on the outer surface of the seal,
4. the tickets shall have copy protection,
5. the tickets shall have a UV security feature,
6. the scratch-off field shall have overprint that conceals game information and control fields,
7. sealed control fields shall be safeguarded against lifting and reading,
8. it shall not be possible to read the game information by means of static electricity,
9. the game information shall not have fixed positions,
10. the game information shall be safeguarded against alteration, and
11. the tickets shall have microtext.

General advice:

Examples of copy protection include colours that are difficult to copy, raster-based traps, prints or finishes with different reflectivity such as a glossy finish on matte paper, and special paper.

Microtext can be placed in a scratch-off field.

**§ 5** The following apply to post-drawn lottery tickets with a maximum prize value of more than one (1) price base amount

1. the tickets shall have copy protection,
2. the tickets shall have a UV security feature,
3. the tickets shall have a security pattern,
4. the game information shall be safeguarded against alteration,
5. the tickets shall have microtext,
6. the tickets shall be produced on watermarked paper or paper with equivalent security, and
7. the paper shall have a safeguard against chemical erasure.

General advice:

Examples of copy protection include colours that are difficult to copy, raster-based traps, prints or finishes with different reflectivity such as a glossy finish on matte paper, and special paper. Microtext can be placed in a scratch-off field.

‘Paper with equivalent security’ may mean that the lottery ticket has a combination of different security features which provide security that is equivalent to watermarked paper.

**§ 6** The following apply to electronic lottery tickets with a maximum prize value of more than 1/6 of the price base amount

1. activation and resetting of the tickets shall leave clear traces,
2. the tickets shall have a UV security feature,
3. the tickets shall have copy protection,
4. the tickets shall have a control field with overprint,
5. electronics and displays shall be safeguarded against manipulation, and
6. the tickets shall have microtext.

General advice:

Examples of copy protection include colours that are difficult to copy, raster-based traps, prints or finishes with different reflectivity such as a glossy finish on matte paper, and special paper. Microtext can be placed in a scratch-off field.

Chapter 5. Handling of lottery tickets

Handling of finished lottery tickets

**§ 1** There shall be documented procedures in place for the handling of finished lottery tickets.

The procedures shall also apply to partially finished lottery tickets.

**§ 2** It shall not be possible for unauthorised persons to gain full insight into the locations of winning tickets among the finished lottery tickets during the generation of game data.

**§ 3** Finished products and other sensitive material shall be kept in a secure and protected manner suited for that purpose.

Cards, codes, keys and other such means of accessing spaces in which physical lottery tickets are handled or kept shall be controlled such that unauthorised persons cannot gain access to them.

**§ 4** Physical lottery tickets shall be packaged such that an outer wrapping or similar must be broken in order to access the individual tickets.

If physical lottery tickets are packaged on a pallet, the pallet shall be sealed such that the contents are not visible.

Any breaks in the seal or wrapping shall be documented.

**§ 5** Transport of finished physical lottery tickets shall be carried out in a secure manner.

General advice:

Reputable companies with vehicles that can be sealed should be contracted to transport finished lottery tickets. Route selection should be managed such that the haulier does not choose a riskier route in order to, for example, derive economic benefits. Stops en route should be avoided.

Deliveries should be planned such that the goods can be unloaded and put into secure storage immediately upon arrival. Temporarily leaving a lorry unattended overnight, or at any other time, should be avoided.

Handling unsold lottery tickets and redeemed winning tickets

**§ 6** There shall be documented procedures in place for the handling of unsold lottery tickets and redeemed winning tickets.

Unsold lottery tickets and redeemed winning tickets shall be destroyed as soon as possible once the lottery is completed.

If a win validation takes place through a gambling system, this win validation replaces the destruction referred to in the above paragraph.

Handling of damaged lottery tickets

**§ 7** There shall be documented procedures in place for the handling of physical lottery tickets that are damaged during production or delivery.

In the event that lottery tickets damaged during production or delivery are exchanged, the payout table, distribution of winnings and number of tickets delivered shall still match the order.

Damaged physical lottery tickets shall be documented and destroyed.

Handling of discarded printed matter and other equipment

**§ 8** There shall be documented procedures in place for taking care of discarded printed matter and other equipment used in the production of physical lottery tickets.

All discarded printed matter shall be documented and destroyed.

Handling of used data media

**§ 9** There shall be documented procedures in place for the handling of spent systems for the generation of physical lottery data and the validation of printed physical lottery tickets which are no longer in use.

Files that contain information on winnings shall be handled in a manner which ensures that no unauthorised persons can copy them or otherwise misuse or damage the information.

Destruction

**§ 10** There shall be documented procedures in place for the handling of destruction.

General advice:

At least two persons should always be present when destruction takes place.

Chapter 6. Information for gambling agents

**§ 1** Gambling agents shall be familiar with relevant parts of the Gambling Act (2018:1138), the Gambling Ordinance (2018:1475), regulations, general advice and terms and conditions to which licence holders are subject. They shall also be familiar with the licence holder’s internal procedures and guidelines that pertain to, and are relevant to, the gambling agent operations.

General advice:

Relevant parts of the Gambling Act, ordinance and regulations may include, for example, that one must be 18 years of age to gamble, that it is forbidden to provide credit for gambling, and where a gambler can get information and help concerning self-tests, self-exclusion and other issues related to their gambling.

Chapter 7. Player account and temporary player account

**§ 1** A player may only have one player account.

The first paragraph does not apply if the licence holder provides gambling on different URLs. In such case, a player may have more than one player account with a licence holder, provided that the licence holder

1. can identify and define the player’s separate player accounts;
2. ensures that the player is excluded from all of the licence holder’s games if the player opts for self-exclusion as per Chapter 14, § 11 of the Gambling Act (2018:1138), unless the player actively chooses to have the self-exclusion apply only to one or several specific games;
3. can observe gambling behaviour and transactions on all of the player’s separate player accounts.

**§ 2** A player shall not be able to deposit more than 1/4 price base amounts to a temporary player account.

**§ 3** A player who has a temporary player account shall be prompted within 15 days of registration to submit documentation that confirms the information provided upon registration.

A temporary player account may be used for gambling for a maximum of 30 days.

Chapter 8. Information for players

**§ 1** In addition to that which is specified in Chapter 14, § 4 of the Gambling Act (2018:1138), the following information shall be kept readily available to players

1. the name, telephone number, and email address of the licence holder;
2. where appropriate, information on the beneficiary;
3. the sales period and/or licensed period;
4. the risks that may be associated with games for money;
5. contact information for a problem gambling helpline — independent from the gambling operation — that can offer help based on Swedish circumstances;
6. that the Swedish Gambling Authority is the licensing and supervisory authority;
7. ticket price, wager, or equivalent for the lottery concerned;
8. any other costs for participation in the lottery concerned; and
9. where appropriate, the number of lottery tickets or equivalent.

If winnings are not paid out immediately, the player shall also be informed of the time and means of payment of the winnings and of the final winnings payment day.

In the case of post-drawn and ticketless lotteries, information on the time and method for the publication of draw results and the date of a potential prize distribution draw shall also be provided.

General advice:

An independent helpline may be, for example, ‘Stödlinjen’.

**§ 2** On physical lottery tickets or the equivalent, the information under § 1 shall be stated in a clear and prominent manner. However, the information under § 1(2, 4 and 6) may be kept available by means other than on the lottery ticket, provided that it states where the information is available.

On physical lottery tickets, the payout table shall be stated in a clear and prominent manner.

Information on any contractors as per Chapter 11, § 6 of the Gambling Act (2018:1138) may only be stated if it is necessary for players to exercise their rights.

General advice:

The payout table may, for example, appear on the back of physical lottery tickets.

It should be easy for players to understand who is the licence holder or beneficiary. Information on the licence holder or beneficiary may, for example, appear on the front of physical lottery tickets.

**§ 3** In conjunction with the purchase of lottery tickets that require registration pursuant to Chapter 12, § 1 of the Gambling Act (2018:1138), the information under § 1, points 4-6 and information on the option to limit participation in games – according to Chapter 14, § 7, § 11, first paragraph, and § 12 of the Gambling Act and Chapter 11, § 3 of the Gambling Ordinance (2018:1475) — shall be available to the player before the player can register.

**§ 4** If the lottery is provided online, the information specified in § 1, first paragraph, points 1-3 and 5 shall be clearly visible on the licence holder’s homepage along with the Swedish Gambling Authority logo, a link to the Authority’s website, and a link to terms of use.

**§ 5** If the current terms of use are changed, and the change is not insignificant, players shall be informed of the changes before they take effect.

General advice:

A change that is insignificant may concern, for example, spelling errors.

Information for players concerning changes to the terms of use may be provided by, for example, a notice of the change in writing or by player approval of the new terms of use when logging in.

Chapter 9. Licence holders must be able to generate reports with the following information

**§ 1** Licence holders must register and be able to generate reports with the following information per set or round of lottery tickets or equivalent in accordance with the granted licence

1. total number of printed lottery tickets as per the payout table;
2. total number of lottery tickets sold;
3. total revenue from sold lottery tickets;
4. total winnings paid out;
5. total winnings paid out in each level of the payout table; and
6. actual outcome of the payout ratio.

**§ 2** Licence holders shall document and be able to generate reports on lottery tickets that have been subjected to manipulation or have otherwise disappeared prior to sale.

1. These regulations shall enter into force on 1 January 2019.
2. The regulations are even applied to licence applications submitted to the Swedish Gambling Authority after 1 August 2018 and which concern the period after 1 January 2019.

On behalf of the Swedish Gambling Authority

CAMILLA ROSENBERG

Johan Röhr

1. See Directive (EU) 2015/1535 of the European Parliament and of the Council of 9 September 2015 laying down a procedure for the provision of information in the field of technical regulations and of rules on Information Society services. [↑](#footnote-ref-1)