

99089160261002

Reporting irregularities at a licensed gambling provider by a company

Heruntergeladen am 28.07.2025

<https://fimportal.de/xzufi-services/126059524/L100027>

Modul	Sachverhalt
Leistungsschlüssel	99089160261002
Leistungsbezeichnung I	Reporting irregularities at a licensed gambling provider by a company
Leistungsbezeichnung II	
Typisierung	4a - Land: Regelung und Vollzug
Quellredaktion	Mecklenburg-Vorpommern
Freigabestatus Katalog	unbestimmter Freigabestatus
Freigabestatus Bibliothek	unbestimmter Freigabestatus
Begriffe im Kontext	
Leistungstyp	Leistungsobjekt mit Verrichtung
Leistungsgruppierung	Sicherheit und Ordnung (089)
Verrichtungskennung	Entgegennahme (261)
SDG-Informationsbereich	Erlangung von Lizenzen, Genehmigungen oder Zulassungen im Hinblick auf die Gründung und

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	Führung eines Unternehmens
Lagen Portalverbund	
Einheitlicher Ansprechpartner	Nein
Fachlich freigegeben am	16.12.2022
Fachlich freigegeben durch	Ministry of the Interior, Building and Digitalization Mecklenburg-Western Pomerania
Handlungsgrundlage	https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6a https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6a
Teaser	If you have information about irregularities in an offer or an event of a permitted game of chance on the Internet, you can submit this anonymously.
Volltext	If you, as an employee of a gambling provider, are not satisfied with the outcome of gambling transactions or the service, you can submit a complaint anonymously online. Your complaint could, for example, relate to the following • the amount of deposits/payouts • the way in which your payments were managed • General Terms and Conditions (GTC) • ID verification • Closure of an account • IT problems Information on irregularities in gambling, for example in the areas of horse and sports betting, lotteries, online poker or virtual slot machines, is relevant.
Erforderliche Unterlagen	Optional: supporting documents for the incident (available in various common file formats)
Voraussetzungen	none
Kosten	none
Verfahrensablauf	You can submit a report online or in writing and remain completely anonymous if you wish. If you wish

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to submit your report online:

- Briefly and concisely describe your report on irregularities in permitted gambling in the whistleblowing system.
- After sending your report, you will receive a reference number from the system which you can use to send additional information to the competent authority online or by post.
- The whistleblower system offers you the option of setting up an anonymous mailbox. The information submitted and any additions will be stored in this mailbox and the competent authority can use it to send you feedback.

In principle, you can also submit information informally in writing to the competent authority.

- If you wish to remain completely anonymous as a whistleblower, you must ensure that your details or file uploads do not allow any conclusions to be drawn about your person.
- The whistleblower system is not suitable for filing police reports.
- The Saxony-Anhalt State Administration Office is responsible for this whistleblowing focus until the end of 2022. From 01.01.2023, reports can be submitted via this online service; the Joint Gambling Authority of the federal states will then be responsible.
<https://www.gluecksspiel-behoerde.de/de/>
<https://www.gluecksspiel-behoerde.de/de/>

Bearbeitungsdauer

The processing time is 4 to 8 weeks.

Frist
**weiterführende
Informationen**
Hinweise
Rechtsbehelf
Kurztext

- Notification of irregularities at a licensed gambling provider on the Internet by a company Receipt
- Companies, employees of the gambling company can

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report irregularities in permitted gambling.

- online and completely anonymously if desired
- No police report
- The service does not constitute an opportunity to lodge complaints about gambling providers, which can be resolved elsewhere and bilaterally.
- The following information is helpful: Amount of deposits/withdrawals The way in which payments were managed General Terms and Conditions (GTC) ID verification Closure of accounts IT problems
- Responsible: Gemeinsame Glücksspielbehörde der Länder (GGL) from 01.01.2023, until then Landesverwaltungsamt Sachsen-Anhalt via telephone, e-mail or post.

Ansprechpunkt

Ministry of the Interior, Building and Digitalization
 Mecklenburg-Western Pomerania - Gambling
 Supervision in the role of formal review and approval
 (accompanying specialist authority in the state of implementation).

The Joint Gaming Authority is responsible for the content.

Zuständige Stelle

Ministry of the Interior, Building and Digitalization
 Mecklenburg-Western Pomerania - Gambling
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Formulare

Ursprungsportal

Reporting irregularities at a licensed gambling provider by a company, Unregelmäßigkeiten bei einem erlaubten Glücksspielanbieter durch ein Unternehmen melden