

99089163261000, 99089163261000

# Submit complaint about accessibility of central files in horse and sports betting, lotteries, online poker or virtual slot games

Heruntergeladen am 28.06.2025

<https://fimportal.de/xzufi-services/126072640/L100027>

| Modul                     | Sachverhalt                                                                                                                      |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Leistungsschlüssel        | 99089163261000, 99089163261000                                                                                                   |
| Leistungsbezeichnung I    | Submit complaint about accessibility of central files in horse and sports betting, lotteries, online poker or virtual slot games |
| 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)                                                                                                     |

| Modul                         | Sachverhalt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Verrichtungskennung           | Entgegennahme (261)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| SDG-Informationsbereich       | Erlangung von Lizenzen, Genehmigungen oder Zulassungen im Hinblick auf die Gründung und Führung eines Unternehmens                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Lagen Portalverbund           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Einheitlicher Ansprechpartner | Nein                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Fachlich freigegeben am       | 16.12.2022                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Fachlich freigegeben durch    | Ministry of the Interior, Building and Digitalization<br>Mecklenburg-Western Pomerania                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Handlungsgrundlage            | <a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6c">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6c</a><br><a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6h">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6h</a><br><a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6i">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6i</a><br><a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6c">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6c</a><br><a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6h">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6h</a><br><a href="https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6i">https://www.landesrecht-mv.de/bsmv/document/jlr-Gl%C3%BCStVtrMV2021pP6i</a> |
| Teaser                        | If you have any advice on the accessibility of the central files, you can submit it.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Volltext                      | <p>If you find that you do not have access to the relevant account or central files when managing player data (for example, change limit or change player data), inform the joint gambling authority of the countries with your notice. For example, your complaint could relate to the following:</p> <ul style="list-style-type: none"> <li>• Making a deposit</li> <li>• Change limit</li> <li>• Setting player ACTIVE</li> <li>• Create player</li> <li>• Set player INACTIVE</li> <li>• Delete player</li> <li>• Change player data</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                |

| Modul                    | Sachverhalt                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                          | <ul style="list-style-type: none"> <li>• Change Player ID</li> <li>• Find player ID</li> </ul> <p>Relevance have notes on accessibility of central files in the area of horse and sports betting, lotteries, online poker or virtual slot machine games.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| Erforderliche Unterlagen | Optional: supporting documents for the incident (possible in various common file formats)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Voraussetzungen          | none                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Kosten                   | Costs may apply.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Verfahrensablauf         | <p>You can submit a tip online or in writing and remain completely anonymous if you wish. If you wish to submit your tip online:</p> <ul style="list-style-type: none"> <li>• You describe your tip on the focus of accessibility of the central files briefly and concisely in the whistleblower system.</li> <li>• After sending your whistleblower report, you will receive a reference number from the system, which you can use to send additional information to the responsible authority online or by mail.</li> <li>• The whistleblower system offers you the option of setting up an anonymous mailbox. In this mailbox, the submitted tip and any supplements are stored and the competent authority can send you feedback via this.</li> </ul> <p>In principle, you can also submit information to the competent authority in writing.</p> <ul style="list-style-type: none"> <li>• If you wish to remain completely anonymous as a whistleblower, you must ensure that your information or file uploads do not allow any conclusions to be drawn about the person.</li> <li>• The whistleblower system is not suitable for filing police reports.</li> <li>• The responsibility lies with the Joint Gambling Authority of the Federal States.</li> </ul> <p><a href="https://www.gluecksspiel-behoerde.de/de/">https://www.gluecksspiel-behoerde.de/de/</a><br/> <a href="https://www.gluecksspiel-behoerde.de/de/">https://www.gluecksspiel-behoerde.de/de/</a></p> |
| Bearbeitungsdauer        | The processing time is from 1 hour to 1 day.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Modul                        | Sachverhalt                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Frist                        | none                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| weiterführende Informationen |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Hinweise                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Rechtsbehelf                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Kurztext                     | <ul style="list-style-type: none"> <li>• Notification of a complaint about a technical supervision system Receipt.</li> <li>• Any person can give advice on how to reach the central files</li> <li>• online and fully anonymous if desired</li> <li>• no police report</li> <li>• no complaint about game providers that can be clarified otherwise and bilaterally</li> <li>• responsible: Joint Gambling Authority of the Federal States (GGL).</li> </ul> |
| Ansprechpunkt                | <p>Ministry of the Interior, Construction and Digitalization of Mecklenburg-Western Pomerania - Gambling Supervision in the role of formal triage and approval (accompanying specialist authority in the state of implementation).</p> <p>In the role of substantive responsibility, the Joint Gaming Authority is responsible.</p>                                                                                                                           |
| Zuständige Stelle            | <p>Ministry of the Interior, Construction and Digitalization of Mecklenburg-Western Pomerania - Gambling Supervision in the role of formal triage and approval (accompanying specialist authority in the state of implementation).</p> <p>In the role of substantive responsibility, the Joint Gaming Authority is responsible.</p>                                                                                                                           |
| Formulare                    | <p>Forms available: No Written form required: No Informal application possible: Yes Personal appearance required: No</p>                                                                                                                                                                                                                                                                                                                                      |
| Ursprungsportal              | <p>Submit complaint about accessibility of central files in horse and sports betting, lotteries, online poker or virtual slot games, Beschwerde über Erreichbarkeit der Zentraldateien bei Pferde- und Sportwetten, Lotterien,</p>                                                                                                                                                                                                                            |

**Modul**

**Sachverhalt**

Online-Poker oder virtuellen Automatenspielen  
einreichen