

99089160261001

Reporting irregularities at a licensed gambling provider by a player

Heruntergeladen am 28.07.2025

<https://fimportal.de/xzufi-services/126084066/L100027>

Modul	Sachverhalt
Leistungsschlüssel	99089160261001
Leistungsbezeichnung I	Reporting irregularities at a licensed gambling provider by a player
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, you can submit it anonymously.
Volltext	<p>If you disagree with a gambling provider about the outcome of your gambling transaction or the service you have received from them, you should first and foremost report these irregularities directly to the gambling provider.</p> <p>If you do not receive any feedback or are dissatisfied with the outcome, you can submit a report online.</p> <p>Your report of irregularities could, for example, relate to the following:</p> <ul style="list-style-type: none"> • whether you have won • the amount of deposits/payments • the way in which your payments were managed • General Terms and Conditions (GTC) • bonus offers • ID verification • Closure of your account • IT problems • Customer service problems <p>Relevant are reports of irregularities in gambling, for example in the areas of horse and sports betting, lotteries, online poker or virtual slot machines.</p>

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Erforderliche Unterlagen	Optional: Evidence of the incident (in various common file formats)
Voraussetzungen	none
Kosten	none
Verfahrensablauf	<p>You can submit a report online or in writing and remain completely anonymous if you wish.</p> <p>If you wish to submit your report online:</p> <ul style="list-style-type: none"> • 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. In this mailbox, the whistleblowing report and any additions are stored and the competent authority can send you feedback. • Please note: The online service is currently under development and will be made available to you at a later date. <ul style="list-style-type: none"> • 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 Joint Gambling Authority of the federal states is then responsible. • The Ministry of the Interior, Building and Digitalization of Mecklenburg-Vorpommern is responsible for the formal review and approval (accompanying specialist authority in the implementing state). • The Saxony-Anhalt State Administration Office, Department 208 Transitional Tasks under Gambling Law, is responsible for the content. • Please contact the gambling provider before reporting and inform them of the irregularities. Only submit your report if you do not hear back after a

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	waiting period of 8 weeks or if you are dissatisfied with the result and an alternative dispute resolution body does not lead to a result either.
Bearbeitungsdauer	The processing time is approximately 4 to 8 weeks.
Frist	none
weiterführende Informationen	
Hinweise	
Rechtsbehelf	
Kurztext	<ul style="list-style-type: none"> • Reporting of irregularities at a licensed gambling provider by the player, receipt • Any person can report irregularities in permitted gambling. • online and fully anonymous if desired • No police report • The service does not constitute an opportunity to complain about gambling providers, which can be resolved elsewhere and bilaterally. • Responsible: Joint Gaming Authority of the federal states (GGL)
Ansprechpunkt	<p>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).</p> <p>The Joint Gaming Authority is responsible for the content.</p>
Zuständige Stelle	<p>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).</p> <p>The Joint Gaming Authority is responsible for the content.</p>
Formulare	Forms available: No Written form required: No Informal application possible: Yes Personal appearance

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	necessary: No
Ursprungsportal	Reporting irregularities at a licensed gambling provider by a player, Unregelmäßigkeiten bei einem erlaubten Glücksspielanbieter durch einen Spielenden melden