

99089160261002

# Notification of irregularities at a permitted gambling provider by a company Receipt

Heruntergeladen am 28.07.2025

<https://fimportal.de/xzufi-services/S1000020010000011967/S100002>

| Modul                     | Sachverhalt   |
|---------------------------|---|
| Leistungsschlüssel        | 99089160261002  |
| Leistungsbezeichnung I    | Notification of irregularities at a permitted gambling provider by a company Receipt  |
| Leistungsbezeichnung II   | Filing a complaint about irregularities with a permitted gambling provider by a company   |
| Typisierung               | 4a - Land: Regelung und Vollzug   |
| Quellredaktion            | Hamburg   |
| Freigabestatus Katalog    | unbestimmter Freigabestatus   |
| Freigabestatus Bibliothek | unbestimmter Freigabestatus   |
| Begriffe im Kontext       | <div lang="en-x-mtfrom-de">Gambling.</div> , <div lang="en-x-mtfrom-de">gambling event</div> , <div lang="en-x-mtfrom-de">online gambling</div> , <div lang="en-x-mtfrom-de">Anonymous Notes</div> , <div lang="en-x-mtfrom-de">Anonymous whistleblower gambling</div> , <div lang="en-x-mtfrom-de">whistleblower gambling</div> , <div lang="en-x-mtfrom-de">Report gambling</div> |

| Modul                         | Sachverhalt   |
|-------------------------------|---|
|                               | irregularities</div>, <div lang="en-x-mtfrom-de">Notice gambling irregularities</div>   |
| Leistungstyp                  |   |
| Leistungsgruppierung          |   |
| Verrichtungskennung           |   |
| SDG-Informationsbereich       |   |
| Lagen Portalverbund           |   |
| Einheitlicher Ansprechpartner | Nein  |
| Fachlich freigegeben am       | 24.06.2022  |
| Fachlich freigegeben durch    |   |
| Handlungsgrundlage            | §§ 6a following State Treaty on the Reorganization of Gambling in Germany (Gaming State Treaty 2021 - GlüStV 2021) of October 29, 2020<br><a href="https://www.landesrecht.sachsen-anhalt.de/bsst/document/jlr-Gl%C3%BCStVtrST2021rahmen">https://www.landesrecht.sachsen-anhalt.de/bsst/document/jlr-Gl%C3%BCStVtrST2021rahmen</a>   |
| Teaser                        | If you have information about irregularities in an offer or an event of legal gambling, you can submit it anonymously.  |
| Volltext                      | If you, as an employee of a gambling operator, do not agree with the outcome of gambling transactions or the Service, you can anonymously file a complaint online. For example, your complaint could relate to:<br>Amount of deposits/withdrawals the way your payments were managed Terms and Conditions (GTC) ID verification closure of an account IT problems<br>Information on irregularities in gambling, for example in the areas of horse and sports betting, lotteries, online poker or virtual slot machines, are relevant. |
| Erforderliche Unterlagen      | Optional: Receipts for the incident (possible in various common file formats)   |
| Voraussetzungen               | No  |
| Kosten                        | Gebühr: Es fallen keine Kosten an   |

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| Verfahrensablauf             | <p>You can submit a tip online or in writing and remain completely anonymous if you wish. If you want to submit your notice online: In the whistleblower system, describe your tip about irregularities in legal gambling briefly and concisely. After sending your notification, you will receive a reference number from the system that you can use to send additional information to the responsible authority online or by post. The whistleblower system gives you the option of setting up an anonymous mailbox. The notice given and any additions are saved in this mailbox and the responsible authority can send you feedback on this. Note: The online service is currently under development and will then be made available to you. In principle, you can also send information informally in writing to the responsible authority.</p>  |
| Bearbeitungsdauer            | 4 - 8 weeks  |
| Frist                        | No   |
| weiterführende Informationen | <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>   |
| Hinweise                     | <p>There are the following hints: If the whistleblower wishes to remain completely anonymous, he or she must ensure that his or her details or file uploads do not allow any conclusions to be drawn about his or her person. The whistleblower system is not suitable for reporting to the police. Responsibility for this focus of attention lies with the State Administration Office of Saxony-Anhalt until the end of 2022. From January 1st, 2023, information can be submitted via this online service. The joint gaming authority of the federal states will then be responsible. The BIS (Authority for Internal Affairs and Sport) in Hamburg is responsible for the formal inspection and release (accompanying specialist authority in the country of implementation). The Saxony-Anhalt State Administration Office, Department 208, is responsible for the content of the transitional tasks relating to gambling. Before reporting, please contact the gambling provider and point out the irregularities. You only submit your report if there is no response after a waiting period of 8 weeks or if you are dissatisfied with the result and even an alternative</p> |

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|                   | dispute resolution body does not lead to a result.  |
| Rechtsbehelf      | No  |
| Kurztext          | Companies or employees of the gambling company can provide information about irregularities in permitted gambling. online and, if desired, fully anonymous No police report The offer does not represent an opportunity to complain about game providers, which can be clarified elsewhere and bilaterally. The following tips are helpful: Amount of deposits/withdrawals the way payments were managed Terms and Conditions (GTC) ID verification closure of accounts IT problems |
| Ansprechpunkt     |   |
| Zuständige Stelle | Department of Home Affairs and Sport  |
| Formulare         |   |
| Ursprungsportal   | Behördenfinder Hamburg, Authority finder Hamburg (Currently this link is only available in german)  |