

99089160261001

# Notification of irregularities at a permitted gambling provider by the player acceptance

Heruntergeladen am 28.07.2025

<https://fimportal.de/xzufi-services/S1000020010000011973/S100002>

Modul	Sachverhalt
Leistungsschlüssel	99089160261001
Leistungsbezeichnung I	Notification of irregularities at a permitted gambling provider by the player acceptance
Leistungsbezeichnung II	Report irregularities to a permitted gambling provider by the player
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 <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 disagree with a gambling operator about the outcome of your gambling transaction or about the service you received from them, the first thing you should do is report these irregularities directly to that gambling operator. If you do not receive any feedback or are dissatisfied with the result, you can submit a notification online. For example, your reports of irregularities could relate to: • whether you won • Amount of deposits/withdrawals • the way your payments were managed • Terms and Conditions (GTC) • Bonus offers • ID verification • Closing Your Account • IT problems • Customer Service Issues Information on irregularities in gambling, for example in the areas of horse and sports betting, lotteries, online poker or virtual slot machines, are relevant.

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Erforderliche Unterlagen	Optional: receipts for the incident (in various common file formats)
Voraussetzungen	No
Kosten	Gebühr: Es fallen keine Kosten an
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 weeks to 8 weeks
Frist	No
weiterführende Informationen	
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 Saxony-Anhalt State Administration Office 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</p>

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	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 dispute resolution body does not lead to a result.
Rechtsbehelf	No
Kurztext	- Any person can provide information about irregularities in permitted gambling - online and fully anonymous if desired - No police report The offer does not represent an opportunity to complain about game providers, which can be clarified elsewhere and bilaterally
Ansprechpunkt	
Zuständige Stelle	State administration office of Saxony-Anhalt
Formulare	
Ursprungsportal	Behördenfinder Hamburg, Authority finder Hamburg (Currently this link is only available in german)