

TITLE 11—DEPARTMENT OF PUBLIC SAFETY
Division 45—Missouri Gaming Commission
Chapter 20—Sports Wagering

PROPOSED RULE

11 CSR 45-20.280 Client Requirements

PURPOSE: This rule establishes client requirements.

- (1) Prior to login by a patron, client software shall prominently display a statement regarding how a patron can obtain assistance with a gambling problem.
- (2) The client shall require multi-factor authentication when a patron logs in to his or her online sports wagering account through a specific device for the first time and every fourteen (14) days thereafter.
- (3) Client software shall give a patron prominent and convenient access to a support page, screen, menu, or equivalent, which at a minimum contains access to the following:
 - (A) Name and contact information of the Mobile licensee, including at a minimum a phone number and email address;
 - (B) Complete explanation of all house rules approved by the commission;
 - (C) Responsible gaming limit functionality;
 - (D) Means by which a patron can submit a complaint to the licensee;
 - (E) Contact information for the commission, including at a minimum a link to the commission's website;
 - (F) Terms and conditions; and
 - (G) Instructions and means to close an online sports wagering account.
- (4) When terms and conditions change, the client shall require a patron to acknowledge acceptance of the change.

AUTHORITY: section 39(g) of Article III, Mo. Const., sections 313.004 and 313.800–313.850, RSMo 2016 and Supp. 2024. Original rule filed May 14, 2025.

PUBLIC COST: This proposed rule will not cost state agencies or political subdivisions more than five hundred dollars (\$500) in the aggregate.

PRIVATE COST: This proposed rule will not cost private entities more than five hundred dollars (\$500) in the aggregate.

*NOTICE OF PUBLIC HEARING AND NOTICE TO SUBMIT COMMENTS: Anyone may file a statement in support of or in opposition to this proposed rule via email to MGCPolicy@mgc.dps.mo.gov, or by mail to the Missouri Gaming Commission, Policy Section, PO Box 1847, Jefferson City, MO 65102. To be considered, comments must be received within thirty (30) days after publication of this notice in the **Missouri Register**. A public hearing is*

*scheduled for July 17, 2025, at 10:00 a.m., in the Missouri Gaming Commission's Hearing Room,
3417 Knipp Drive, Jefferson City, MO.*