

## Minimum Bet Limits Frequently Asked Questions

**1. When do the Minimum Bet Limit conditions commence?**

The conditions commenced on 1 September 2014 and were revised with an effective date of 1 June 2015.

**2. Who must comply with the conditions?**

All licensed Australian wagering operators who are approved to use NSW thoroughbred race field information.

**3. Are the Minimum Bet Limit conditions publically available?**

Yes. The race field information use approval standard conditions are available on the Racing NSW website at: <http://www.racingnsw.com.au/default.aspx?s=race-field-publications> . The Minimum Bet Limit conditions can be found in clause 5.7.

**4. Do the conditions apply to races held in NSW only?**

Yes. The conditions apply to fixed odds bets on NSW thoroughbred races. This will include face-to-face, telephone and internet bets placed on NSW thoroughbred races, but exclude cash bets in a retail outlet (refer to question 13 below).

**5. What are the betting limits imposed under the conditions?**

Australian wagering operators are required to lay the odds displayed for fixed odds bets to the limits below.

*For Australian Wagering Operators with Net Assessable Turnover on NSW Thoroughbred Races greater than or equal to \$5 million*

Race type	Bet (Win and/or Each Way/*Win & Place)
Metropolitan NSW Thoroughbred races	\$2,000 (*place component \$800)
Non-metropolitan NSW Thoroughbred races	\$1,000 (*place component \$400)

*For Australian Wagering Operators with Net Assessable Turnover on NSW Thoroughbred Races less than \$5 million*

Race type	Bet (Win and/or Each Way/*Win & Place)
All NSW Thoroughbred races	\$1,000 (*place component \$400)

*\*Note: When the backer claims the Approval Holder for a win and place bet which is greater than the limits prescribed by this rule, the bookmaker must bet the backer the proportional equivalent of an each-way wager.*

**6. How does a punter know what betting limits apply to a wagering operator?**

The wagering operator must display the relevant betting limits to which they are bound.

**7. What type of bets do the conditions apply to?**

The conditions only apply to fixed odds Win, Win & Place or Each Way bets on NSW thoroughbred races. They do not apply in respect of bets placed as part of a betting exchange. They also do not apply to Place only bets, free bets or bonus bets, derivative bets such as best tote or exotic bets such as quinellas and trifectas.

**8. Do the conditions apply to multi bets?**

The conditions only apply to multi bets where all legs of the combination are fixed odds Win bets on NSW thoroughbred races.

The limits apply to the total of the multi bet, not to each leg. For example, for Australian Wagering Operators with Net Assessable Turnover on NSW Thoroughbred Races less than \$5 million, the total limit of the multi bet is \$1,000.

For Australian Wagering Operators with Net Assessable Turnover on NSW Thoroughbred Races greater than or equal to \$5 million, where all legs of the combination are on Metropolitan NSW thoroughbred races, the total limit of the multi bet is \$2,000. However, where any leg of the combination is on a Non-Metropolitan NSW thoroughbred race, the maximum exposure for the Non-Metropolitan NSW thoroughbred race(s) legs is \$1,000 combined, but the total bet can increase to \$2,000 if the multi ends with a Metropolitan NSW thoroughbred race(s).

The conditions do not apply where the combination includes a non-NSW thoroughbred race, or other contingency such as a sporting event.

**9. How many bets is a wagering operator obliged to accept to the limit from a punter?**

Wagering operators are only required to bet to the limit once per horse for each customer or related customers (where there are bowlers betting on behalf of other persons) This could be one fixed odds bet to the limit or a number of fixed odds bets which together add up to the limit.

Each wagering operator only has to accept a bet at the limit once per customer per race fields approval i.e.; Ladbrokes, Bookmaker.com.au and Betstar have only one approval - a full list of approval holders can be found at <http://www.racingsw.com.au/relativelinks/australianlicensedwageringprovider.html>

**10. What price does a wagering operator have to bet each punter?**

All punters are entitled to the price publicly displayed in the wagering operator's latest betting market on their website or betting board. The only time a changed price can be offered after a punter places a bet is if the official APN price had just changed or another bet has been layed at the original price and the wagering operator is adjusting the price, which will flow through to their website or betting board. Time log records can be checked to confirm this process.

**11. Can a wagering operator close an account, refuse to open an account or place limitations on an account to avoid accepting a fixed odds bet to the limit?**

No. Wagering operators are not to take actions such as closing a punter's accounts, refusing to open a punter's account or placing restrictions on a punter's account solely to avoid complying with the minimum bet limit conditions.

However, wagering operators are still able to take such actions for legitimate reasons including undisclosed bowlers (persons betting on behalf of other persons), responsible gambling, fraudulent activity, money-laundering and other integrity related

reasons such as the punter being warned off or disqualified or where Racing NSW is satisfied that the reason the Approval Holder has not complied properly falls within the Racing NSW list entitled "Further reasons where an Approval Holder is not required to comply with clauses 5.7(a) or 5.7(c)" as published on its website and amended from time to time.

**12. Do the conditions apply to pre-post betting?**

No. The minimum bet limit conditions apply to fixed odds bets placed after 9am on the day of the race or 2pm for night race meetings.

**13. Do the conditions apply to cash bets in a retail outlet?**

No. At this stage, the minimum bet limits will not apply to cash (non-account) bets placed in retail outlets, including interstate and NSW TAB agencies, hotels, clubs and pubs, primarily due to the difficulties associated with determining whether a cash bet in a retail outlet is a bowler bet placed on behalf of another person. It is important to note that retail wagering operators will still be required to comply with the minimum bet limits for bets placed by account holders, whether by internet, phone or in the retail outlets.

**14. Is the wagering operator obliged to extend credit to a punter to make a bet to the limit?**

No. If the punter does not have sufficient funds to pay for the bet, the wagering operator is not obliged to accept the bet.

**15. What should a punter do if they have a complaint?**

At first instance, punters who believe that a wagering operator has refused their bet or excluded them in contravention of the minimum bet limit condition should contact the wagering operator to ascertain the reason for the refusal or exclusion.

If the punter remains unsatisfied with the reason provided by the wagering operator, then they may lodge a formal complaint with Racing NSW by completing and submitting the complaints form found on the Racing NSW website at: <https://forms.racingnsw.com.au/forms/minimumbetlimitscomplaint.html>. Complaints will only be accepted and investigated following submission of a fully completed complaints form.

As part of the complaint, a punter will need to state what action they have taken to contact the wagering operator and the outcome including any reasons given to the punter.

**16. How long does a punter have to lodge a complaint with Racing NSW?**

Within 14 days of the date of the incident that is the subject of the complaint. For example, from the date the bet was rejected, the date of the account closure or the rejection of the opening/reopening of an account.

**17. What is the investigation process once a fully completed complaint form is submitted to Racing NSW?**

Racing NSW will then investigate the complaint to assess, on the evidence available, whether the wagering operator appears to have breached the minimum bet limit condition and whether the wagering operator should be referred to the NSW Government Office of Racing for prosecution. Both the complainant and the wagering operator will be informed of the outcome of the investigation.

Except in the case of NSW licensed bookmakers, Racing NSW is unable to make a ruling on whether the punter should have been able to place a bet and direct that the bet be paid.