

Patron Dispute Form – Sports Wagering Division

TYPE OF REPORT - PLEASE CHECK ONE

PATRON DISPUTE

CRIME/OTHER VIOLATION

CONTACT INFORMATION

Information you provide to the Massachusetts Gaming Commission is confidential. Disclosure of your identity is optional, but providing your identification and contact information will allow us to contact you in the future to discuss the nature of the incident.

Your Name: _____

Address: _____

Home Phone: _____ Mobile Phone: _____

Email Address: _____

SUMMARY OF INCIDENT

Gaming Establishment where Incident Occurred (or online provider): _____

Window or Kiosk Number: _____

Date of Incident: _____ Approximate Time of Incident: _____

Describe in as much detail as possible the nature of the incident, whether you reported this to the Massachusetts Gaming Commission, the gaming facility's security, or another authority, and if so, how they responded to the incident. Use additional pages if necessary.

May we contact you? YES

NO

Signature: _____

Date: _____

Please understand that the Massachusetts Gaming Commission's primary mission is to ensure public confidence in the integrity of gaming and in the strict oversight of gaming establishments in the Commonwealth of Massachusetts. MGC will review your submission to ensure the gaming establishments are complying with the law, MGC regulations, and their internal controls. If appropriate, MGC will take regulatory enforcement action in the manner dictated by the circumstances and the governing law. MGC cannot provide you with legal advice or bring legal action on your behalf.

Please submit this completed form to a Massachusetts Gaming Commission Sports Division via email mgcspportswagering@massgaming.gov, or by mailing it to:

MASSACHUSETTS GAMING COMMISSION

101 Federal Street, 12th Floor

Boston, MA 02110

ATTN: Sports Wagering