

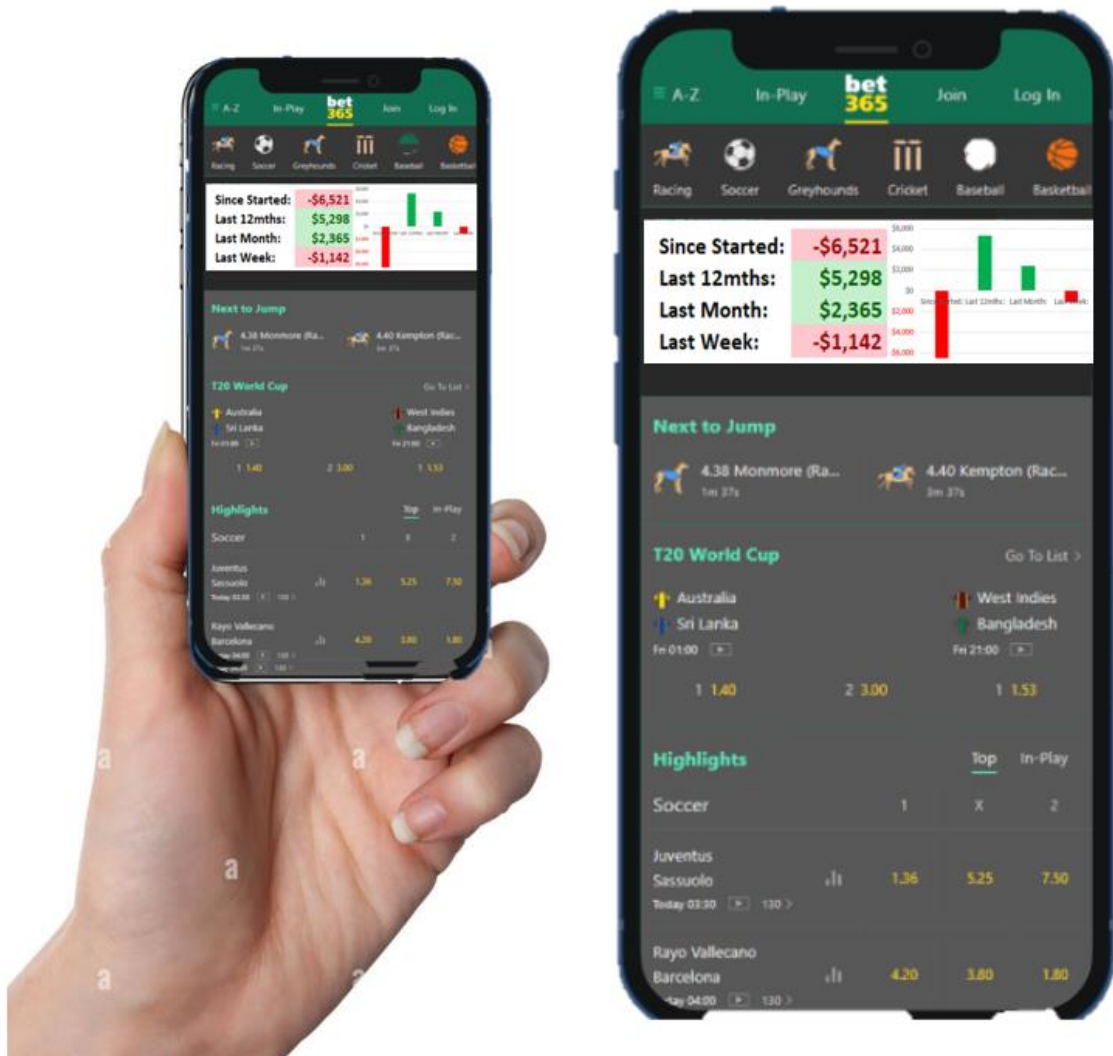
23<sup>rd</sup> January, 2023

## Submission: Inquiry into Online Gambling and its Impacts on Problem Gamblers

**Exec summary:** I am a strong advocate for the opportunity that, at all times, gamblers should know their true win/loss position. To that end, it should be regulated that all online betting platforms show – on their landing page of the users account, their win/loss position for the past week, month, year and since inception. How could we argue that they should not have the information at hand, to make informed decisions? It would be like a banking app not providing the customer their account balance!

**The idea:** It is my strong belief that ALL online gambling apps, such as Sportsbet, CrownBet, Ladbrokes and bet365 should have mandatory reporting of the users' financial position on the home screen, at all times. Just like a bank balance.

**Specifically:** When the user opens the APP, it would display the users financial position, in terms of the overall up/down for 4 different periods, being a) since inception b) the last 12 months (rolling) c) the last month and d) the last week (see below).



**Why:** How could anyone argue that a user should not have a right to know their financial position? What we have at the moment is akin to a bank providing a transaction list, but not providing your overall bank

balance. Users would be in no way obligated to show anyone this personal information, but they surely are entitled to know if they are “up”, or “down”, over given periods of time. That way, they are armed with the information they need to make informed decisions.

**What else?:** Whilst I feel the above should simply be a hygiene factor for gambling apps, it could also be considered appropriate to have the information shown graphically. I have mocked up some variations of the theme on the following page. I also believe that, mandatory within the Apps, the facilitator should be obliged to provide controls. To that end, the user could then easily enter, and effectively ‘lock-in’, the limits they want to set per week, month or year. So, hypothetically, the user could easily set *“I want to set a maximum betting exposure of \$50 per week, for the next 6 months”*.

**Counterarguments?:** I simply don’t believe there are, or could be, any. How could we not think it a minimum standard that users know their own financial status, as they would with banking, share trading or even their own superannuation. Gambling APP providers, in keeping this hidden or confused, are akin to traditional casino’s designing buildings with no windows, and insisting gamblers use chips instead of cash to hide the true emotions which come from the feelings of loss – until its too late.

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