

Frequently asked questions about the limit and activity file from the players' perspective

Dear player,

When processing inquiries, certain questions arise again. You will find answers to these common questions in the following overview. Please read this carefully first. The last section describes the individual cases in which additional assistance can be provided by the authorities. In these cases, you are welcome to contact us.

1. Why do I have a cross-provider deposit limit? Can I have this limit deleted?

The individual monthly cross-provider deposit limit according to § 6c GlüStV 2021 is required by law and is therefore mandatory for participation in certain forms of gambling on the Internet. The reasons for introducing such a deposit limit can be found in the explanations of the Glücksspielstaatsvertrag 2021 (State Treaty on Gambling 2021 <https://www.gluecksspiel-behoerde.de/de/mediathek-downloads>).

2. What limit do I have?

You should be aware of this fact as you must have set the limit yourself. This was done as part of registration or a subsequent request. Typically the limit will be between € 1,- and € 1.000,-. In exceptional cases, the authority can communicate the limit by providing the information listed below (see "Insight into a player's personal data record"). A notification is only possible if this information is provided.

3. Can the authority change my limit?

The authority cannot change the limit. However, you can do this at any time with any permitted provider. If you cannot find the option in your account settings, please contact the support of the provider.

4. How long does a limit change take ?

A reduction in the limit takes effect immediately. An increase in the limit only takes effect after a period of 7 days. Legally, this deadline is calculated so that the increase takes effect at the end of the seventh day after the day of the limit increase, i.e. immediately after midnight. Both deadlines are required by law.

5. *What can I do if my limit change does not take effect?*

First and foremost, you need to change the cross-provider deposit limit. This is not the same as the provider-related deposit, stake or loss limits. These limits are not part of the supervision of the limit file . Please contact your provider support if you cannot find the option in your account settings. In exceptional cases, the authority can check whether the organizer has properly transmitted the limit by providing the information listed below (see “Insight into a player’s personal data record”). A notification is only possible if this information is provided. In addition, a screenshot of the limit change confirmed by the provider must be sent. Please also provide your express consent that the authorities may contact the organizer using your data to clarify the case if necessary.

Note: Since this is a cross-provider limit, the limit can also be changed for each provider. There is therefore no guarantee that the information provided by the organizers regarding the amount of your deposit limit is still up to date.

6. *What can I do if the gambling provider doesn't grant me an increased limit?*

The issuance of increased limits, as well as the setting and changing of the cross-provider limit, is the sole responsibility of the provider. The authorities have no recourse to enforce increased limits for players against the providers. A provider makes this decision on its own. Please do not send any bank statements, other proof of income or personal documents to the authorities. These will be deleted without further feedback.

7. *Why cannot I make further deposits this month?*

In these situations, one or more of the following reasons are the cause of the existing problem:

- You have reached your cross-provider limit through your deposits . The cross-provider limit is reset on the first of each month. **Announcements from the provider that you still have a remaining balance are irrelevant. These announcements may be incorrect in individual cases simply because the provider has no way of knowing about this fact.** After all, he does not have the information as to whether and to what extent you have made deposits with other organizers.

- Failed deposits (canceled due to poor internet connection, blocked payment method, failed login, etc.) are also recorded, which could result in your limit being exhausted. This is required by law. However, every provider has the opportunity to prevent this by appropriately designing payment processing.
- You are assuming a different cross-provider deposit limit than what is actually currently stored for you in the system. Set your desired limit with your provider. Please contact your provider support if you cannot find the option in your account settings. In exceptional cases, the authority can check whether the provider has properly transmitted the limit by providing the information listed below (see “Insight into a player’s personal data record”). A notification is only possible if this information is provided. In addition, a screenshot of the limit change confirmed by the provider must be sent. Please also provide your express consent that the authorities may contact the organizer using your data to clarify the case if necessary.

8. *When will the limit be reset? When can I deposit again?*

The limit applies monthly. From the first day of the month the entire amount is available again.

9. *Why are failed deposits also taken into account?*

This is required by law. As the executive administrative authority, we are bound by these laws. There is no leeway. You can find the background to the legislator's considerations in the explanations of the State Treaty on Gambling 2021 <https://www.gluecksspiel-behoerde.de/de/mediathek-downloads>.

10. *Can failed deposits be corrected?*

No. As the executive administrative authority, we are bound by the law. There is no leeway.

11. *How can I have an older issue cleared up?*

Basically, only the current data for one month is available in the system. **In particular, registered deposits from the past month as well as a history of limits and activities are no longer visible for data protection reasons.** A more detailed overview of the data protection considerations can be found in the data protection information

[Central files for deposit limits and parallel gaming prevention \(limit file and activity file\) - Joint Gaming Authority of the States \(AöR \) \(gluecksspiel-behoerde.de\)](#).

12. *Why aren't my personal data enough for you to access the system?*

As you can see from the data protection information [central files for deposit limits and parallel gaming prevention \(limit file and activity file\) - Joint Gaming Authority of the States \(AöR \) \(gluecksspiel-behoerde.de\)](#) , your data is only available pseudonymized for data protection reasons. The authority does not know your personal data (surname, first name, birthday, maiden name, place of birth, address) and these do not have to be transmitted separately. Only the pseudonym is created from this data. This is stored in the system and does not allow any conclusions to be drawn about the data from which it was created. An insight into the system is only possible by submitting the data listed below (see “Inspection of a player’s personal data record”).

13. *According to my provider, why am I still active with another provider? Why can't I play?*

In these situations, one or more of the following reasons are the cause of the existing problem:

- They are still active in the activity file for another organizer. First, check all apps as well as browser tabs and windows on all devices with regard to the last provider you played with. Providers are obliged to make you inactive at your request. If you cannot find the option in your account settings, please contact the support of your provider.
- Due to an internal error in the provider's sphere, he cannot actively place you and returns an incorrect or misleading error message. Primarily, please always contact your provider's support team.

If, despite all efforts, the situation is not clarified the authority can check which provider you are still active with by providing the information listed below (see “Insight into a player's personal data record”), in exceptional cases. A notification is only possible if this information is provided. In addition, a screenshot of the error message displayed to the provider must be sent, including the date and time it occurred. Please also provide your express consent that the authorities may contact the provider using your data to clarify the case if necessary.

14. *What can I do if the above explanations have not solved my problem and I am still observing incomprehensible behavior on the part of the providers in relation to my deposit behavior?*

In exceptional cases, the authority can investigate the cause of the problem by providing the information listed below (see "Insight into a player's personal data record"). A detailed and chronological presentation of the facts is also important for clarification.

Insight into a player's personal record:

In the cases mentioned, assistance from the authority can only be provided by providing the following information:

- Name of every provider with whom there is a problem,
- Player ID at each provider.

The player ID is not your username or your email address. This is a combination of a maximum of 127 characters. The characters "a" to "z", "A" to "Z", "0" to "9", "_", „\“ and „,“ are permitted . At least with the providers of virtual slot games and online poker, you must be able to find this identifier in your profile. Many providers refer to this identifier as LUGAS-ID or use other, similar names. In any case, please contact your provider's support if you cannot find the option. Only the provider knows your ID.

Referat 32

Gemeinsame Glücksspielbehörde

der Länder