

REGULATION OF LICENSED PROVIDERS UNDER THE GAMING CONTROL ACT 1993

PROVISION	DORMANT ACCOUNTS
SECTION OF THE ACT	76ZP

EXPLANATION

Any registered player account that has not had any activity for a period of two years, must have any credit funds returned to the player, or where the player cannot be located, paid to the Treasurer.

ACT REQUIREMENTS

A licensed provider is required to remit any credit funds of a player's account that has had no activity for a period of two years. Any credit funds are to be returned to the player, or, if the player cannot be found, the funds must be paid to the Treasurer.

TIMEFRAMES

This provision commences immediately a Tasmanian Gaming Licence is issued.

SUGGESTED PROCESS

A licensed provider will need to ensure that its systems can highlight any registered player's account that has had no activity for two years. Activity is defined as placing a wager, depositing or withdrawing funds, or logging in to a player's account.

A registered account holder who is approaching the two year inactive trigger should be contacted by the licensed provider to advise that their account has been inactive for the specified period, and should they not generate an activity, the funds will be returned to them.

Should there still be no activity and the two year period has expired, the registered account is to be closed and the funds returned to account holder. If the registered account holder cannot be contacted, the funds should be forwarded to the Treasurer by the 7th of each applicable month. The computer system should indicate that either of these actions has occurred.

Proceeds from dormant accounts, where the account holder cannot be found, should be paid to the Treasurer on a monthly basis. For example, any proceeds from dormant accounts from February 2009, would be payable to the Treasurer by 7th March 2011.

A payment to the Treasurer for the total monthly amount under the above process is to be made. Included with this payment is to be a list of the dormant account holder's name, date of birth and last known address. Full details for how to remit this payment and information can be obtained by contacting:

The Secretary
Department of Treasury and Finance
GPO Box 147
HOBART TAS 7001

Phone: 6166 4188

e-mail: unclaimed.money@treasury.tas.gov.au

Persons who enquire about the proceeds from a dormant account are to be advised they can make a claim for the payment by using the above contact details.

LIQUOR AND GAMING CONTACT DETAILS

Salamanca Building Parliament Square
4 Salamanca Place HOBART TAS 7000
Telephone: (03) 6166 4040 Facsimile: (03) 6173 0218

Level 3 Henty House 1 Civic Square LAUNCESTON TAS 7250
Telephone: (03) 6777 2777 Facsimile: (03) 6173 0218

GPO Box 1374 HOBART TAS 7001 Australia
Email: gaming@treasury.tas.gov.au Web: www.gaming.tas.gov.au

Prepared by the Liquor and Gaming Branch

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