

REGULATION  
ON THE TECHNICAL PROCEDURE AND METHOD OF DATA EXCHANGE IN RELATION  
TO THE SELF-EXCLUSION OF PLAYERS FROM PARTICIPATION IN SPECIAL GAMES  
OF CHANCE THROUGH MEANS OF ELECTRONIC COMMUNICATION

"Official Gazette of the Republic of Serbia", No. 48, dated 6 June 2025.

Article 1

This Regulation prescribes the technical procedure, method of reporting and exchange of data regarding the self-exclusion of players from participation in special games of chance through means of electronic communication, at the organizer of special games of chance through means of electronic communication (hereinafter: the organizer).

Article 2

The organizer allows self-exclusion to a player who has a registered user account based on the player's request for self-exclusion.

A player may submit a request for self-exclusion from participation in special games of chance through means of electronic communication via their registered user account, on the organizer's website, or by personally submitting a written request for self-exclusion at the organizer's premises.

The request referred to in paragraph 2 of this Article must contain the following information:

- 1) the player's first and last name;
- 2) the player's personal identification number (JMBG);
- 3) the player's ID card number or passport number for a foreigner;
- 4) the player's registered email address (e-mail);
- 5) the self-exclusion period;
- 6) the date of submission of the request;
- 7) the player's consent;
- 8) the signature of the applicant in the case where the request is submitted in writing.

The organizer immediately upon receiving a player's request for self-exclusion disables that player's access to the user account.

Immediately upon receiving the player's request for self-exclusion, the organizer exchanges the data referred to in paragraph 3 of this article with the Administration electronically via the Administration's software solution.

After receiving the data referred to in paragraph 5 of this Article, the Administration exchanges data with all organizers, who immediately upon receipt of such data disable access to the user account of the player who has self-excluded.

The technical characteristics of the requirements referred to in paragraph 3 of this Article and the method of data exchange are regulated in more detail by technical instructions published by the Administration.

Article 3

Before registering a new player account, the organizer checks electronically, via the Administration's software solution, whether the person submitting the request for registration of the user account is in the records of players who have submitted a request for self-exclusion.

If the Administration informs the organizer that the person referred to in paragraph 1 of this Article is in the records of self-excluded players, the organizer shall prevent that person from registering a user account until the expiration of the self-exclusion period.

If the Administration informs the organizer that the person referred to in paragraph 1 of this Article is not in the records of self-excluded players, the organizer may continue with the user account registration process.

The details of the procedure for checking the player status referred to in paragraph 1 of this Article, as well as the outcome of the checks referred to in paragraphs 2 and 3 of this Article, are regulated in more detail by technical instructions published by the Administration.

#### Article 4

The organizer allows the player to revoke self-exclusion if the player has submitted a request for self-exclusion for a period longer than 12 months, or a request for permanent self-exclusion, after the expiration of a period of 12 months from the date of submission of the player's request for self-exclusion.

The player may submit a request to revoke the self-exclusion referred to in paragraph 1 of this Article only after the expiry of a period of 12 months from the date of submission of the request for self-exclusion, electronically via his/her registered email address (e-mail) with the organizer or by personally submitting a written request to revoke the self-exclusion at the organizer's premises.

The player's request to revoke the self-exclusion referred to in paragraph 1 of this Article must contain the following information:

- 1) the player's first and last name;
- 2) the player's personal identification number (JMBG);
- 3) the player's ID card number or passport number for a foreigner;
- 4) the player's registered email address (e-mail);
- 5) the self-exclusion period;
- 6) the date of submission of the request for self-exclusion;
- 7) the date of submission of the request for revocation of self-exclusion;
- 8) the signature of the applicant in the case where the request is submitted in writing.

Immediately upon receiving the player's request to revoke self-exclusion, the organizer shall submit to the Administration the data referred to in paragraph 3 of this article electronically, via the Administration's software solution.

#### Article 5

This Regulation enter into force on the eighth day after its publication in the "Official Gazette of the Republic of Serbia".