

REGULATIONS
ON DETAILED CONDITIONS AND METHOD OF FULFILLING THE CONDITIONS
FOR PROVIDING THE SERVICE OF RECEIVING TOP-UPS TO PLAYERS'
RECORD ACCOUNTS

"Official Gazette of the Republic of Serbia" No. 112 dated December 12, 2025

Article 1

This regulation prescribes more detailed conditions for providing the service of receiving top-ups to a player's record account on behalf of and for the account of the organizer of special games of chance through electronic means of communication, the manner of fulfilling the conditions for conducting video surveillance in connection with the service of receiving top-ups to a player's record account, and the storage, archiving and method of exchanging data electronically with the software solution of the Games of Chance Administration (hereinafter: the Administration).

Article 2

The organizer of special games of chance through electronic means of communication (hereinafter referred to as the organizer) shall submit a request for obtaining consent under Article 115 of the Law on Games of Chance ("Official Gazette of the Republic of Serbia", No. 18/20 and 94/24 – hereinafter referred to as the Law), using the form Request for Obtaining Consent for Hiring a Person for Receiving Top-ups to a Player's Record Account, which is printed with these Regulations and forms an integral part thereof.

Along with the request under paragraph 1 of this Article, the organizer shall submit to the Administration the documentation prescribed in Article 115, paragraphs 3 and 4 of the Law.

By way of exception to paragraph 2 of this Article, the organizer shall not submit a certificate from the Republic Geodetic Institute if, for the same person engaged in providing services for receiving top-ups to the record account of a player registered to participate in games of chance with that organizer (hereinafter referred to as the top-up recipient), a certificate of the distance between the facility where top-ups to the account are received and the educational institution attended by children, minors and young adults up to the age of 19 has previously been submitted to the Administration.

Article 3

The top-up recipient is obliged to provide continuous video surveillance in accordance with the Law.

Continuous video surveillance referred to in paragraph 1 of this Article includes recording of every place at the top-up recipient where player record account top-ups are made.

The top-up recipient is obliged to provide data on the date, time of recording and camera number on all cameras and monitors for video surveillance referred to in paragraph 1 of this Article.

The field of view of the camera referred to in paragraph 3 of this Article must be selected in such a way as to ensure a sufficient number of pixels of recorded persons in the immediate vicinity of the place where player record account top-ups are made, for the purpose of their unambiguous identification, with the following minimum parameters:

- 1) resolution: 1920x1080 pixels (Full HD);
- 2) recording speed (English: Frame Rate): 25 frames per second;
- 3) Compression: H.265 codec is supported.

The top-up recipient is obliged to display a notice in a visible place that the area where the service of receiving top-ups to the player's record account is provided is under video surveillance.

The top-up recipient is obliged to keep documentation on the continuous recording of the place where top-ups to the player's record account are made for 90 days from the date of recording.

The documentation referred to in paragraph 6 of this Article shall be kept with applicable technology in order to ensure security and data protection in a protected room where access to unauthorized persons is limited.

The entire video surveillance system must be protected from access by unauthorized persons.

The top-up recipient is obliged to keep special records of persons authorized to handle the documentation referred to in paragraph 6 of this Article.

Subsequent processing of the recorded material is prohibited.

Article 4

The exchange of data between the top-up recipient and the software solution of the Administration is carried out electronically through a secure Application Programmable Interface (API) that:

- 1) provides authentication, authorization and encrypted communication (TLS/SSL, VPN or equivalent);
- 2) supports the exchange of data on player record account top-ups, transaction statuses and errors in real time;
- 3) enables the Administration to monitor transactions and automatically transmit reports;
- 4) enables synchronization and error correction (rollback) in accordance with the technical rules of the Administration;
- 5) ensures the recording of all events (logs) and automatic reporting of incidents.

Article 5

The top-up recipient is obliged to provide the Administration with permanent access to all data relating to the receipt of top-ups to the player's record account (such as the type and amount of the transaction, the time when the transaction was carried out, etc.).

The organizer is obliged to store all transactions in the data system for at least ten years from the date of the transaction, in accordance with the regulations governing the prevention of money laundering and the financing of terrorism, after which the organizer may archive them, provided that, at the request of the Administration, they must be submitted in their original form within five days of receiving the request.

Article 6

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

REQUEST FOR OBTAINING CONSENT FOR HIRING A PERSON FOR RECEIVING TOP-UPS TO A PLAYER'S RECORD ACCOUNT

I. INFORMATION ABOUT THE APPLICANT – ORGANIZER

1. Name of the organizer of games of chance: _____
 2. Registration number and TIN: _____
 3. Number and date of the decision of the Administration on approval for organizing special games of chance: _____
 4. Headquarters (address, place, postal code): _____

 5. Contact phone/email: _____
 6. Person authorized for representation: _____
 7. Function/Property: _____
 8. Number and date of the decision on registration in the Business Registers Agency: _____
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II. INFORMATION ABOUT THE RECIPIENT OF PLAYER RECORD ACCOUNT TOP-UPS

1. Name of legal entity/entrepreneur: _____
 2. Registration number and TIN: _____
 3. Headquarters (address, place, postal code): _____

 4. Contact phone/email: _____
 5. Person authorized for representation: _____
 6. Function/Property: _____
 7. Number and date of the decision on registration in the Business Registers Agency: _____
 8. Business code: _____
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III. GENERAL INFORMATION

1. Number of the agreement for the provision of top-up services: _____
 2. Date of the agreement for the provision of top-up services: _____
 3. Validity period of the agreement for the provision of top-up services: _____
 4. Total number of facilities where the service of receiving top-ups is provided: _____
 5. Total number of distance certificates from the Republic Geodetic Institute: _____
 6. Total number of places where top-ups are received under continuous video surveillance: _____
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IV. DATA ABOUT THE INFORMATION AND COMMUNICATION SYSTEM (ICS) OF THE
TOP-UP RECIPIENT

1. Name and version of ICS: _____
 2. Name of the manufacturer/supplier of the ICS: _____
 3. Number and date of the certificate of the authorized laboratory: _____
 4. Name of the authorized laboratory: _____
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Place and date of submission of the request: _____

Electronic signature of the organizer's authorized person: _____