

Republic of Serbia
Ministry of Finance
Games of Chance Administration

Illegal Online Games of Chance

Recognise
Avoid
Report

This brochure has an informative and educational character and was created in cooperation between the **Games of Chance Administration of the Ministry of Finance of the Republic of Serbia and the Association of Game of Chance Operators – SPIS** with the aim of raising awareness about the risks associated with illegal online games of chance.

Illegal (unauthorised) online games of chance are offers that have not been approved in the Republic of Serbia or are conducted contrary to relevant regulations and protection measures, i.e. offered by unauthorised organisers.

The websites of unauthorised game of chance operators may seem professional and secure, but they are not under legal supervision and do not have the authorisation to organise games of chance from the Games of Chance Administration; they do not apply efficient protection to minors and players, and may often be associated with significant risks including: manipulation, fraud, loss of deposited money, misuse of personal data, and difficulty or inability to enforce one's rights in a dispute.

The role of the competent authorities in the Republic of Serbia is to ensure that games of chance are organised in accordance with the laws and bylaws of the Republic of Serbia, on the basis of approval, with respect to the principles of social responsibility, and with the application of measures for the protection of minors, prevention of addiction disorders, and protection of personal data.

The Games of Chance Administration of the Ministry of Finance is the competent authority of the public administration for the field of games of chance in the Republic of Serbia. The Administration, among other things, keeps the registers and records of game of chance organisers (<https://www.uis.gov.rs/rsc/spisakpnaziv>), issues and revokes approvals/consent, and supervises the organisation of games of chance, including online offers.

The Law on Games of Chance **explicitly prohibits the participation of minors in games of chance in the Republic of Serbia.**

Understanding Illegal Online Games of Chance

a) What are illegal online games of chance?

Illegal online games of chance (in practice: unauthorised/illegal offers) are offers that are organised without the appropriate approval/consent of the Games of Chance Administration, i.e. without the permission of the Government of the Republic of Serbia, or are implemented contrary to legal prohibitions and rules.

The Law on Games of Chance also prohibits certain forms of participation and payment in connection with games of chance that are organised abroad when the stakes are placed in the territory of the Republic of Serbia. That is why it is especially risky to play on foreign websites that target the market of the Republic of Serbia and receive payments from the Republic of Serbia.

b) Legal vs. illegal offers – how to tell the difference?

The safest step:

First of all, check whether the games of chance organiser is included in the publicly available “List of Organisers” on the website of the Games of Chance Administration (<https://www.uis.gov.rs/rsc/spisakpnaziv>)

Legal online offers (special games of chance via means of electronic communication) as a rule have the following characteristics:

- It is clearly stated who the organiser is (name, seat, contact),
- Rules of the game are available (conditions of participation, payment of winnings, complaints, court competence, etc.),
- Checking of the age and identity of the player when registering an account, in order to determine with certainty that the player is an adult (insight into the data from the ID card/passport),
- Respecting the principles and standards of responsible play and referral to assistance in case of problems.

Illegal offers often have opposite characteristics:

- There is no clear identity of the organiser or the data is incomplete/contradictory,
- The rules of the game are unclear, hidden, or changed without explanation,
- There is no verification of the age of the player, or the registration of the account ends without determining the player’s age and identity,
- There is no possibility of self-exclusion/self-restriction of the player,
- The offer includes unrealistic bonuses and promises of “guaranteed winnings”, “no limits”, “always guaranteed payouts”,
- The player is pressured through marketing to “win back losses” or to continue playing immediately.

c) Risks and consequences of playing with illegal organisers

The main risks are:

- Manipulation and fraud: results and systems may be non-transparent or rigged,
- Uncertainty of payment of winnings and blocking of accounts: frequent delays in payments, additional “terms”, or termination of accounts,
- No efficient protection of minors: illegal organisers often do not carry out actual control of the player’s age,
- Higher risk of addiction: lack of mechanisms of responsible play and intervention,
- Privacy and security: personal and payment data may be misused,
- Legal uncertainty: in a dispute, it is often difficult or impossible to exercise one’s right (the illegal organiser is outside regulatory oversight and often outside the territory of the Republic of Serbia),
- Criminal liability: unauthorised organisation of games of chance is a criminal offence, according to the Criminal Code of the Republic of Serbia.

Recognise and Avoid Illegal Organisers and Offers

a) Warning signs

Pay attention if:

- You cannot find the name of the organiser, seat, contact (phone/email), tax identification number/company registration number,
- The rules of the game are not publicly disclosed and accessible to players or the rules are “blurred” and inaccessible,
- The player’s age and identity verification procedure is not carried out when registering,
- The offer aggressively promotes “unconditional bonuses”, “no restrictions”, “guaranteed winnings”,
- Payment terms are unclear, and customer support avoids responding,
- You cannot find the organiser or their data on the “List of Organisers” found on the Games of Chance Administration’s website: <https://www.uis.gov.rs/rsc/spisakpnaziv>.

b) Frequent marketing strategies of illegal organisers

Illegal organisers often use:

- Non-transparent “tests”, rankings without a clear methodology and disguised sponsored texts (SEO and affiliate networks) to artificially push their websites to the top of Google search,
- False labels of “licenses”, “seals”, “certificates”, without verifiable sources or proof,
- Influencer marketing: showing of “winnings”, bonus codes, invitations to play in content that is popular among young people, website promotions,
- Personalized messages: e-mail/SMS/Viber/WhatsApp, Direct Message “gifts”, “free spin”, “offer only valid today”,
- Psychological pressure: messages that encourage “winning back losses” or the fear of missing out (“FOMO”).

Report and Reduce the Number of Illegal Operators and Offers

a) Why is legal regulation of this field important?

The legal regulation of the field of games of chance aims to protect citizens and society, especially minors; it helps prevent addiction disorders, introduces rules of transparency and supervision, and allows for action against unauthorised operators.

b) How is illegal operating suppressed in the Republic of Serbia?

The competent authorities (the Games of Chance Administration and other institutions within their powers) take appropriate actions and measures when there is suspicion of unauthorised operating or other forms of unlawful conduct.



- * This brochure is informative and does not constitute legal advice.
- * The applicable laws and by-laws of the Republic of Serbia shall apply for the interpretation of regulations.

c) How to report a suspicious online offer?

If you suspect an illegal offer or advertising of an unauthorised organiser:

- Save the proof: URL, screenshot (homepage, terms, bonus, payment instructions), date and time,
- Submit the report to the Games of Chance Authority to their email address: igre.na.srecu@uis.gov.rs or by mail to Balkanska 53, Belgrade),
- Before sending, you can check if the organiser is on the “List of Organisers” on the website of the Games of Chance Administration (<https://www.uis.gov.rs/rsc/spisakpnaziv>).



What should be included in the report:

- Who is the organiser/website name/domain (URL)?
- What did you see exactly (e.g. no registration of an account, no age and identity verification, unclear payment, false “license”)?
- When and where (platform, network, application)?
- Evidence (screenshot, video, promotion, message, links)?

d) What can you do personally?

Before playing:

- Always make sure that the organiser is included in the official List of Organisers on the Games of Chance Administration’s website (<https://www.uis.gov.rs/rsc/spisakpnaziv>)
- Read the rules of the games before making a payment, especially the terms for bonuses and payments.

If you have already created an account on a suspicious website that is not on the List of Organisers on the Games of Chance Administration website:

- Stop using the website,
- Do not pay additional money to unlock payment or “win back losses”,
- Block promotional messages and do not respond to “win back offers”,
- If you have shared documents or personal information, consider additional safeguards (change of passwords, bank contacts, tracking transactions).

Information on Game of Chance Addiction

GAMES OF CHANCE SHOULD BE EXCLUSIVELY A FORM OF ENTERTAINMENT FOR ADULTS. IF ANY OF THE FOLLOWING IS OBSERVED: LOSS OF CONTROL OVER PLAY, FREQUENT PLAYING TO “WIN BACK LOSSES”, BORROWING MONEY, OR A NEGATIVE IMPACT ON DAILY FUNCTIONING, IT IS RECOMMENDED TO SEEK HELP FROM PROFESSIONAL INSTITUTIONS.

Support contact:

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