

MINIMUM BET LIMIT COMPLAINT FORM



Punters must go through a process for filing a Minimum Bet Limit complaint if they feel an approved wagering operator has contravened GRNSW MBL Policy. The process is as follows:

- 1 - Contact the relevant approved operator to ascertain the reason for bet refusal or exclusion
- 2 – If the complaint is unable to be resolved despite the contact above, the punter can lodge a formal complaint with GRNSW by completing the form below, within 14 days of the bet/s placement.
- 3- **If the Complaint form is not completed in its entirety, then GRNSW will be unable to process your complaint**

Please scan and return the completed form to GRNSW by emailing it to mbl@grnsw.com.au . GRNSW will contact you within 7 business days of receipt as acknowledgement that your complaint has been received.

1. PERSONAL DETAILS

(Note: GRNSW has to be satisfied that the complainant is the actual person whom placed the bet via an account held in the complainant's name. If GRNSW are not satisfied this is the case, the complaint will not proceed)

First Name	
Last Name	
Address	
Email	
Telephone	

2. BETTING ACCOUNT INFORMATION

Name of Approved WSP	
Betting Account Name / ID	
What is the nature of your complaint? (provide detail) For Example: - Refusal to accept a fixed odds bet - Account Closed - Refusal to open an account - Non-compliance with MBL	

3. BET DETAILS

If your complaint concerns the refusal to accept a Fixed Odds bet in accordance with the MBL rules:				
Date bet was placed		Race		Track
Greyhound name and number:				
Stake and price of the greyhound:				
Time bet was placed:				
How was the bet placed?	Online		Mobile	
Was this bet placed within 2 hours of the advertised start time of the Race Meeting?	Yes		No	

4. ATTACHMENTS AND OTHER INFORMATION

Please summarise all contact that was made with the WSP regarding this issue and the outcomes from your contact				
Do you have screenshots of the attempted bet?	Yes		No	If yes, have you attached it to the email you are sending us?
Please attach copies of the correspondence you had with the WSP to the email you are sending to GRNSW				
Is there any further information that will assist our investigation into your complaint? (the more information, the better)				

GRNSW require a form of photo identification to accompany this report: please indicate the ID you intend to attach to your complaint submission:

Drivers Licence	
Passport	
Other	

5. ACKNOWLEDGEMENTS and AGREEMENT

Section 1: I make the following acknowledgements to support my Minimum Bet Limit complaint against an approved WSP (please tick the appropriate box)

1: I am domiciled in Australia

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

2: My account with the WSP in question had enough funds to pay for the relevant Fixed Odds bet I was unable to place

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

3: I did not try to place the bet at a retail venue (TAB agency shop, pub or club)

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

4: The relevant Fixed Odds bet was not part of a multiple (multi) bet

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

5: The relevant Fixed Odds bet was not executed automatically or via other automated processes

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

6: The relevant Fixed Odds bet was not placed from a proxy server

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>



7: The relevant Fixed Odds bet was not placed on a Betting Exchange

Yes	
No	

8: I am not an employee of an approved WSP

Yes	
No	

9: The relevant Fixed Odds bet does not contravene the Greyhounds Australasia (GA) Rules of Racing and / or the GRNSW Local and Betting Rules

Yes	
No	

10: The relevant Fixed Odds bet would not raise integrity issues with the NSW Regulatory body GWIC

Yes	
No	

11: I was not acting as an agent or nominee for a third party and I am a beneficiary entitled to the entire proceeds of the bet I attempted to place

Yes	
No	

Section 2: The WSP with whom I have the complaint with has not previously refused to accept a fixed odds bet from me, stopped me from establishing an account with them, or placed restrictions on me due to:

1: The fact I have been warned off or disqualified under the Rules of Racing

Yes	
No	

2: The fact I have previously engaged in fraudulent activity

Yes	
No	

3: The fact I am on a relevant gambling self-exclusion register

Yes	
No	

4: The fact that I have previously breached a material condition of my customer agreement with the WSP I currently have a complaint with

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

5: The fact that the WSP was unable to accept any bet (or the relevant Fixed Odds bet) from me by the operation of any laws, including, but not limited to, the Anti-Money Laundering and Counter Terrorism Financing Act 2006 or any Responsible Gambling legislation

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

I acknowledge and agree that:

Yes By ticking this box I declare the information provided in this complaint form is true and correct, not false or misleading (in either contents or by omission)

Yes By ticking this box GRNSW may provide relevant information provided by the complainant to approved WSP's including my personal information

Yes By ticking this box I have read the GRNSW Minimum Bet Limit Policy

Date of Form Submission	<input type="text"/>
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Signature	<input type="text"/>
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If you would like to post this complaint, you can do so by sending it to:

GRNSW WAGERING DEPARTMENT
MBL Complaint
PO Box 698
Darlinghurst NSW 1300