



Malaysian Offshore Gaming Regulation Handbook

Version : 4.3

March 28 2022

All Right Reserved

MOGO
CENTER

PREPARED BY:

MOGO Center

ADDRESS:

Lot No. R-9-01, Block B, Level 9, Riverson Suites, Off Coastal Highway, 88100 Kota
Kinabalu, Sabah

Table of Contents

Clause 1: Malaysian Offshore Gaming Service Providers	2
Section A.: Who Is Eligible to Become a Malaysian Offshore Gaming Service Provider?	2
Section B.: Prohibited Acts by Malaysian Offshore Gaming Service Providers	3
Clause 2: How to Apply to Become a Malaysian Offshore Gaming Service Provider	4
Section A.: How to Apply for a Malaysian Offshore Gaming Service Provider License	4
Section B.: Offshore Gaming Service Provider Application Fees	4
Section C. Issuance of Payment Form	4
Section D. Issuance of Offshore Gaming Service Provider License	5
Section E.: Offshore Gaming Service Provider Application Flowchart	6
Clause 3: Specifications for Malaysian Offshore Gaming Service Provider	7
Section A.: Renewal of Malaysia Offshore Gaming Service Provider License	7
Section B.: Discipline and Conduct	8
Clause 4: Establishment of an Offshore Gaming Work Team	13
Section A.: What is An Offshore Gaming Work Permit?	13
Section B.: Terms and Conditions to Apply for Offshore Gaming Work Permit	13
Section C.: Various Types of Offshore Gaming Work Team	16
Section D.: Discipline and Conduct for Offshore Gaming Work Team	18
Clause 5: Other Fees and Charges	19
Section A.: Change of Address, URL and Other Fees	19
Section B.: Issuance of Payment Form	20
Section C.: Proof of Payment	20
Clause 6: Audit Procedures	21
Section A.: General Procedures	21
Section B.: The Purposes of Audit	21
Section C.: The Responsibilities of Audit Team	22
Section D.: Post-audit Procedures	22
Clause 7: Verification of Combined Services	23
Section A.: Integrity Auditor	23

Clause 8: Responsible Gaming	23
Clause 9: Anti-money laundering	23

Clause 1: Malaysian Offshore Gaming Service Providers

Section A.: Who Is Eligible to Become a Malaysian Offshore Gaming Service Provider?

Any company incorporated in Malaysia, with the consent of MOGO Center, which secures a gaming service provider license, may establish its offshore gaming work team at a designated location in Malaysia.

- 1 Eligibility Criteria:
 - 1.1 The company must comply with all the requirements of Companies Act 2016.
 - 1.2 The company must be 51% Malaysian citizens-owned.
 - 1.3 Able to produce latest audited accounts upon request for review.
 - 1.4 For newly established companies which were incorporated under 2 years, their applications will be assessed on a case-by-case basis.
 - 1.5 All company directors must:
 - 1.5.1 Not be bankrupts under Insolvency Act 1967 and Insolvency (Amendment) Act 2020.
 - 1.5.2 Not have prior conviction by a Malaysian court and sentenced to imprisonment for a term exceeding one year, or to a fine of not less than RM2,000.
 - 1.5.3 Be credible, possess good character, honest.
 - 1.5.4 Not related to any person with poor character, compromised honesty and integrity, bad reputation, or bad credit ratings.
 - 1.6 Sound financial position and organisational structure.
 - 1.7 Minimum share capital of Ringgit Malaysia one million (RM1,000,000).
 - 1.8 Must possess sufficient experience and the ability to establish and manage an offshore gaming business.
 - 1.9 The company directors must not be barred from conducting gaming activities under these rules and regulations or any other laws, regulations or official gazettes.
- 2 Required documents
 - 2.1 Expression of interest addressed to MOGO Center.
 - 2.2 Complete set of company documents certified by SSM-MyData.
 - 2.3 Organisational chart indicating key personnel.
 - 2.4 Detailed compliance statement for Anti-Money Laundering, Countering Financing of Terrorism and Targeted Financial Sanctions.
 - 2.5 Completed personal disclosure forms of all key personnel of the company to be witnessed by a Commissioner of Oaths.
 - 2.6 Proof of payment for application fees.

- 3 Location requirements: The business premises should not be located within a residential area or beyond the designated areas set by MOGO Center.

- 4 Requirements before commencement of operation
 - 4.1 Payment for application fees.
 - 4.2 IP blocking certificate issued by MOGO Center-approved gaming laboratories.
 - 4.3 The gaming systems and software of offshore gaming service providers must be verified by MOGO Center-approved gaming laboratories to ensure that they comply with the technical standards recognised by global gaming jurisdictions.
 - 4.4 Evaluation report of Integrity Inspectors accredited by MOGO Center.
 - 4.5 Pre-operation audit conducted by MOGO Center.
 - 4.6 Notice of commencement of operation issued by MOGO Center

Section B.: Prohibited Acts by Malaysian Offshore Gaming Service Providers

Regulations on prohibited conduct for offshore gaming service providers, including their representatives, officers, employees, contractors or subcontractors, agents:

- 1 The website managed by the offshore gaming service provider should not allow the following persons to gain access to the game:
 - 1.1 Malaysian citizens who are located within the territory of Malaysia, regardless of their location.
 - 1.2 Persons under the age of 21 are not allowed to register as players.
 - 1.3 Eligible players who have yet to register for their gaming accounts.
- 2 Websites managed by offshore gaming service providers are not to be accessed within the territory of Malaysia or any region where online gaming is prohibited.
- 3 Offshore gaming service providers are not allowed to let players to place bets and pay out for winners within the territory of Malaysia
- 4 Offshore gaming service providers should not allow persons under the age of 21 to be employed in their offshore gaming facilities in Malaysia.
- 5 Offshore gaming service providers should not engage in any indecent or immoral activities.
- 6 Offshore Gaming Service Providers should not engage in any activities prohibited by MOGO Center.
- 7 Offshore gaming service provider employees (regardless of their nationalities) must carry the work permit issued by MOGO Center with them at all time during working hours. Or else, they are not allowed to enter the workplace.

Clause 2: How to Apply to Become a Malaysian Offshore Gaming Service Provider

The Applicant must submit an Expression of Interest to MOGO Center. Once approved, it will secure an offshore gaming service provider license, and qualified to become a Malaysian offshore gaming service provider.

Section A.: How to Apply for a Malaysian Offshore Gaming Service Provider License

- 1 Submit an Expression of Interest to MOGO Center for its approval.
- 2 Once approved, MOGO Center will issue a payment form to the successful Applicant, for it to pay for application fees.
- 3 After MOGO Center receives the proof of payment for the application fees, the Applicant will be issued a detailed application form with pre-filled serial number.
- 4 The detailed application form has to be completed and submitted to MOGO Center within 3 months of issuance.
- 5 Submitted documents will be returned to the applicant if:
 - 5.1 The documents are incomplete.
 - 5.2 The submission is only received after the submission period specified above. In this case, the application will be deemed to be withdrawn and all fees paid will be forfeited by MOGO Center.
 - 5.3 False information is provided in the detailed application form. In the worst-case scenario, the application will be rejected and the application fees will be forfeited.
- 6 The granting of offshore gaming service provider qualification is subject to the approval by MOGO Center.
- 7 Any misrepresentation or false information found in the submitted documents will result in the application being rejected. If the licensee is found to be providing false or inaccurate information at a later stage, MOGO Center will revoke the license and reserves the right to not accepting the Applicant's application in the future.

Section B.: Offshore Gaming Service Provider Application Fees

Initial application fee	: RM 120,000 for each application
License fee (valid for 3 years)	: RM 600,000 per license

Section C. Issuance of Payment Form

- 1 The Applicant should only pay for application fees upon issuance of payment form by MOGO Center.
- 2 After paying for the application fees, the Applicant must submit the proof of payment to MOGO Center within 30 days from the date of issuance of the payment form.

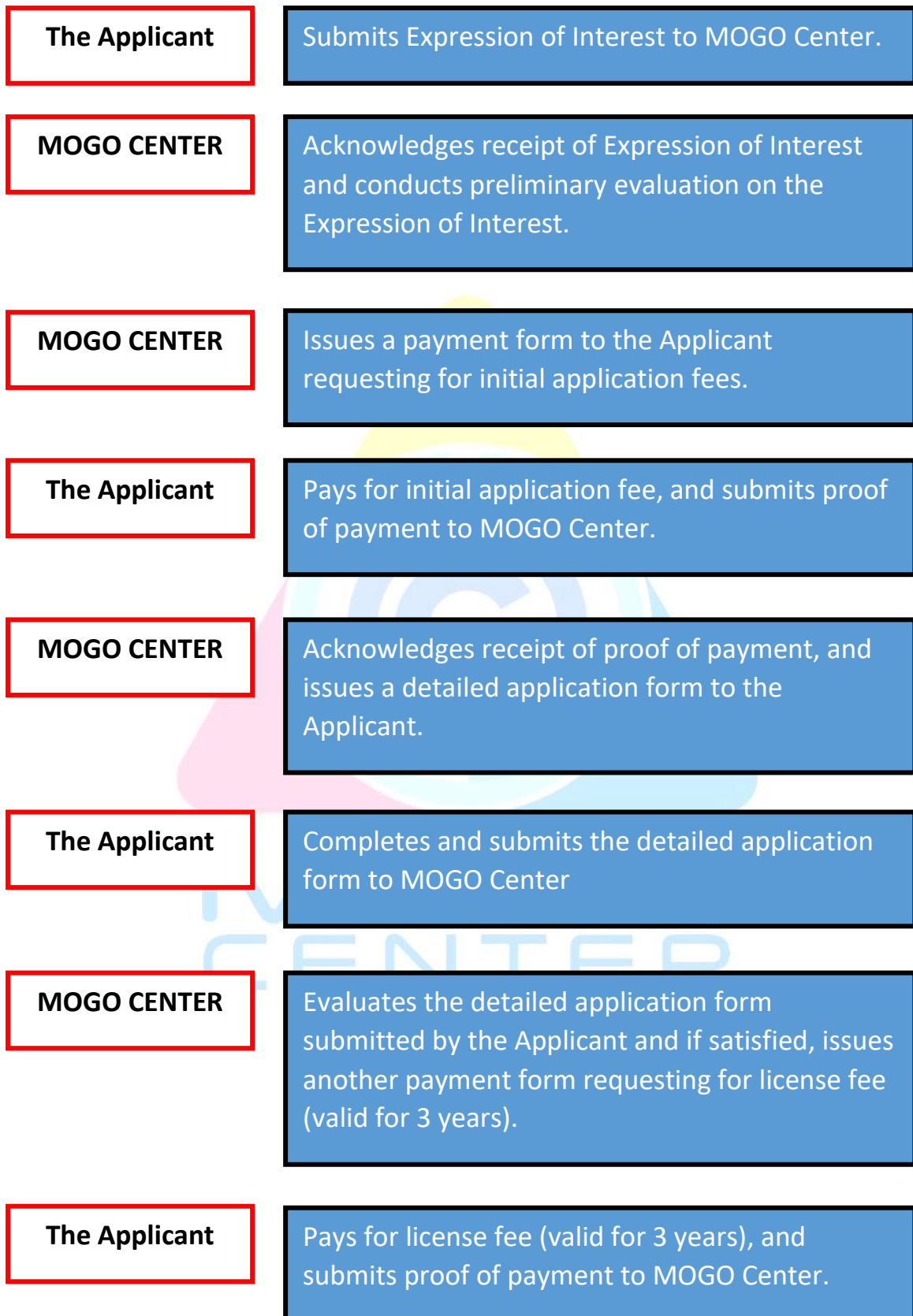
- 3 Proof of payment: Proof of payment of the application fees is a condition precedent of MOGO Center's approval. It is the applicant's responsibility to ensure proof of payment is submitted to MOGO Center within 30 days from the date of issuance of the payment form.

Section D. Issuance of Offshore Gaming Service Provider License

- 1 After MOGO Center has evaluated the detailed application form submitted by the Applicant and satisfied with it, an offshore gaming service provider license will be granted to the successful Applicant.
- 2 Prior to securing the offshore gaming service provider license, the Applicant should not provide offshore gaming services in Malaysia.
- 3 After securing the offshore gaming service provider license, the licensee can apply with MOGO Center to set up its own offshore gaming work team in order to provide offshore gaming services.
- 4 An offshore gaming service provider can apply for up to 5 offshore gaming work teams.



Section E.: Offshore Gaming Service Provider Application Flowchart



MOGO CENTER

Acknowledges receipt of proof of payment, and seek for approval from the board of directors to grant an offshore gaming service provider license to the successful Applicant.

**MOGO CENTRE
Board of
Directors**

MOGO CENTRE Board of Directors give their consent to grant offshore gaming service provider license.

MOGO CENTER

Issues an offshore gaming service provider license to the successful Applicant.

Clause 3: Specifications for Malaysian Offshore Gaming Service Provider

Section A.: Renewal of Malaysia Offshore Gaming Service Provider License

- 1 The offshore gaming service provider license is only valid for 3 years. If the offshore gaming service provider intends to renew it, it must inform MOGO Center and submit an application for license renewal.
- 2 Requirements for application for license renewal:
 - 2.1 The offshore gaming service provider should submit a letter of intent for license renewal and other necessary documents one (1) month before the certificate expires.
 - 2.2 The offshore gaming service providers must comply with all standards related to offshore gaming services as committed.
 - 2.3 The Offshore Gaming Service Provider must not have any overdue debts owing to MOGO Center.
 - 2.4 The offshore gaming service provider will not have its license renewed if its demerit points exceed the demerit point limit when the license expires.
- 3 Required documents

- 3.1 Letter of intent for license renewal addressed to MOGO Center.
- 3.2 Completed application form for license renewal.
- 3.3 Latest version of General Information Sheet
- 3.4 If there is a major restructure in the company, the following additional information is required:
 - 3.4.1 Duly completed personal disclosure forms of all new key personnel of the company to be witnessed by a Commissioner of Oaths.
 - 3.4.2 Updated organisational chart, indicating the names of the personnel holding the positions.
- 3.5 Company Income Tax Return
- 4 Approval of license renewal:
 - 4.1 If the application for license renewal is approved, a renewed offshore gaming service provider license will be issued.
 - 4.2 If an offshore gaming service provider fails to meet the license renewal requirements, or fails to renew the license in time before the license expires, then the license will be revoked.

Section B.: Discipline and Conduct

In order to prevent offshore gaming service providers and offshore gaming work teams from violating the rules and regulations as stated in the MOGO Center's Offshore Gaming Regulation Handbook, MOGO Center might conduct spot checks, and fully cooperate with the Malaysian law enforcing agencies' requests to carry out audits. If the offshore gaming service provider and the offshore gaming work team are found to have violated the rules and regulations, MOGO Center will issue demerit points and penalty notices accordingly:

- 1 List of common offenses and their associated demerit points for Mogo Center offshore gaming service provider:

Item	Offense	Demerit Points and Penalty Notices			
		Severity	First offense	Second offense	Ongoing violation
1	Providing false and misleading materials or information about MOGO Center, thereby unjustly enriched.	Severe	License to be revoked, and deposit to be forfeited.		

2	Providing forged documents/ information/ certificates to MOGO Center.	Severe	License to be revoked, and deposit to be forfeited.		
3	Failure to prevent Malaysian citizens, Malaysian minors and persons prohibited by law from participating in offshore gaming.	Severe	License to be revoked, and deposit to be forfeited.		
4	Employing persons who are under the age of 21 to join offshore gaming work teams.	Severe	License to be revoked, and deposit to be forfeited.		
5	Impersonating MOGO Center to conduct business activities without the consent of MOGO Center.	Severe	License to be revoked, and deposit to be forfeited.		
6	Breaking the laws of Malaysia, and the cases are so serious until causing damage to the reputation of MOGO Center.	Severe	License to be revoked, and deposit to be forfeited.		
7	Failure to commence operation within 6 months after issuance of license without any justifiable reason.	Severe	License to be revoked, and deposit to be forfeited.		
8	Failure to meet tax obligations as required by Malaysian government.	Severe	License to be revoked, and deposit to be forfeited.		
9	Failure to fulfil financial responsibilities to MOGO Center (overdue for more than 30 days)	Severe	License to be revoked, and deposit to be forfeited.		
10	Ceasing operation for more than 7 days without any justifiable reason, and fails to notify MOGO Center, or tries to evade obligations to customers and players in any form.	Severe	License to be revoked, and deposit to be forfeited.		
11	The person in charge is convicted of violating Malaysia's anti-money laundering or anti-gambling laws.	Severe	License to be revoked, and deposit to be forfeited.		
12	Failure to cooperate with MOGO Center and its related agencies to conduct audits on premises, machines, personnel and equipment.	Severe	License to be revoked, and deposit to be forfeited.		
13	Failure to fulfil financial responsibilities to MOGO Centre before due date.	Demerit points	10 points	15 points	20 points

14	Violating Malaysian government's policies, laws and regulations concerning MOGO Center.	Demerit points	10 points	15 points	20 points
15	Offshore gaming service provider establishes its offshore gaming work team without getting consent from MOGO Center.	Demerit points	10 points	15 points	20 points
16	Employs undocumented employees or employees without proper working documents (including employees who are present at premise / floor with access restricted to those who possess work permit issued by MOGO Center.	Demerit points	5 points	8 points	10 points
17	Participates any activities prohibited by MOGO Center in any form.	Demerit points	5 points	8 points	10 points
18	Offers games which are not accredited by MOGO Center-approved gaming laboratories	Demerit points	3 points	5 points	7 points
19	Offshore gaming service provider's employees come to and leave the workplace without wearing the work permit issued by MOGO Center	Demerit points	3 points	5 points	7 points
20	Identified by MOGO Center that the offshore gaming service provider has engaged in any indecent or immoral activities.	Demerit points	3 points	5 points	7 points

Notes:

1. A fine of RM2,000 will be imposed for each offense committed.
2. Once the offshore gaming service provider has incurred 501 demerit points within three years of securing license, the license will be revoked.
3. Penalty for overdue fine (from the date of payment notice):
 - a. Overdue for more than 5 working days, fine amount increases by 50%
 - b. Overdue for more than 10 working days, fine amount increases by 100%
 - c. Overdue for more than 20 working days, fine amount increases by 100% and operation to be suspended.
 - d. Overdue for more than 30 working days, license to be revoked.

- 2 Assessment of offense
 - 2.1 The offshore gaming work team is affiliated with the offshore gaming service provider. The offenses committed by the offshore team will be recorded against the offshore gaming service provider's record.
 - 2.2 Depending on the nature of the offense, each offense will be subject to demerit point and the corresponding fine will be collected from the offshore gaming service provider.
 - 2.3 MOGO Center might publish additional list of offense and their associated demerit points and penalty notice if it is deemed necessary.
 - 2.4 Records of demerit points for all offshore gaming service providers will be reset upon renewal of their license.
 - 2.5 When an offshore service provider applies to renew his/her license, although a fine had been imposed and paid, MOCO Center might still issue demerit points to the offshore service provider.
 - 2.6 MOGO Center should issue a notice of demerit points to the offshore gaming service provider.
 - 2.7 Offshore gaming service providers who have incurred demerits points more than the renewal criteria should not renew the offshore gaming service provider license.
 - 2.8 For those who are eligible to apply to renew their licenses, the application is subject to settlement of arrears and fulfilment of their financial responsibilities to MOGO Center.
- 3 MOGO Center may suspend the license of an offshore gaming service provider for the following reasons:
 - 3.1 The offshore gaming service provider fails to pay taxes to Malaysian government.
 - 3.2 The offshore gaming service providers is deemed as unsuitable to hold a license by MOGO Center.
 - 3.3 The offshore gaming service provider is found guilty of violating Malaysia's anti-gambling laws
 - 3.4 The offshore gaming service provider has been convicted of any other serious offense under the Malaysian laws.
 - 3.5 The offshore gaming service provider breaches the conditions attached to the license.
 - 3.6 The offshore gaming service provider is being found out to employ undocumented foreign nationals or foreign nationals without proper working documents.
 - 3.7 The offshore gaming service provider does not cooperate with the MOGO Center audit team to carry out audit on their premises, machines and equipment.

- 3.8 As the offshore gaming service provider fails to serve notice to MOGO Center in a proper manner, it ceases operation for a week, and couldn't provide an explanation; or tries to evade obligations to customers and players in any form.
 - 3.9 The offshore gaming service provider fails to deliver its financial commitments to MOGO Center (overdue for more than 30 days).
 - 3.10 The offshore gaming service provider uses other inappropriate ways to obtain license through falsifying or misleading statements.
 - 3.11 The offshore gaming service provider fails to prevent Malaysian citizens, persons under the age of 21 years old and persons prohibited by law from participating in gaming offered by the websites it provides.
 - 3.12 The offshore gaming service provider fails to provide services within 6 months from the date of license issuance.
 - 3.13 The offshore gaming service provider does not cooperate with the integrity auditing agencies recognised by MOGO Center and auditing procedures for gaming laboratories.
 - 3.14 The offshore gaming service provider does not comply with any of the provision in this handbook.
 - 3.15 In order to ensure that the public interest will not be adversely affected, or that the integrity of gaming practices will not be compromised in any way, the offshore gaming service provider license has to be suspended.
 - 3.16 The suspension or termination notice pursuant to this clause will be served in writing to the offshore gaming service provider. Should the offshore gaming service provider refuses to accept the notice or couldn't be contacted via any other method, then the notice will take effect from the date it is sent out by MOGO Center.
- 4 Other provisions of the offshore gaming service provider's license
 - 4.1 The offshore gaming service provider should not apply to MOGO Center again within 1 year from the date of revocation of the license, except for the case of voluntary cancellation initiated by the offshore gaming service provider.
 - 4.2 Once the license expires, it should be returned to MOGO Center immediately.
 - 4.3 MOGO Center reserves the right to revoke the license in the event the offshore gaming service provider has overdue debts owing to MOGO Center (overdue for more than 30 days).

5 Appeals procedures

- 5.1 While the license is revoked, or if there is an ongoing appeal, the offshore gaming service providers should suspend its operation and wait for the final decision from MOGO Center.
- 5.2 In the event that the board of directors overturns the revocation of license, the offshore gaming service provider may resume operations only after MOGO Center issues a notice of resumption of operations.

Clause 4: Establishment of an Offshore Gaming Work Team

Section A.: What is An Offshore Gaming Work Permit?

The offshore gaming work permit is the work permit for the offshore gaming service provider's offshore gaming work team to carry out offshore gaming services at the locations designated by MOGO Center.

Section B.: Terms and Conditions to Apply for Offshore Gaming Work Permit

Fees and Charges for Offshore Gaming Work Team

- 1 Monthly fee: RM 30,000 per unit
- 2 Deposit: RM 90,000 per unit

Payment of Fees and Charges for Offshore Gaming Work Team

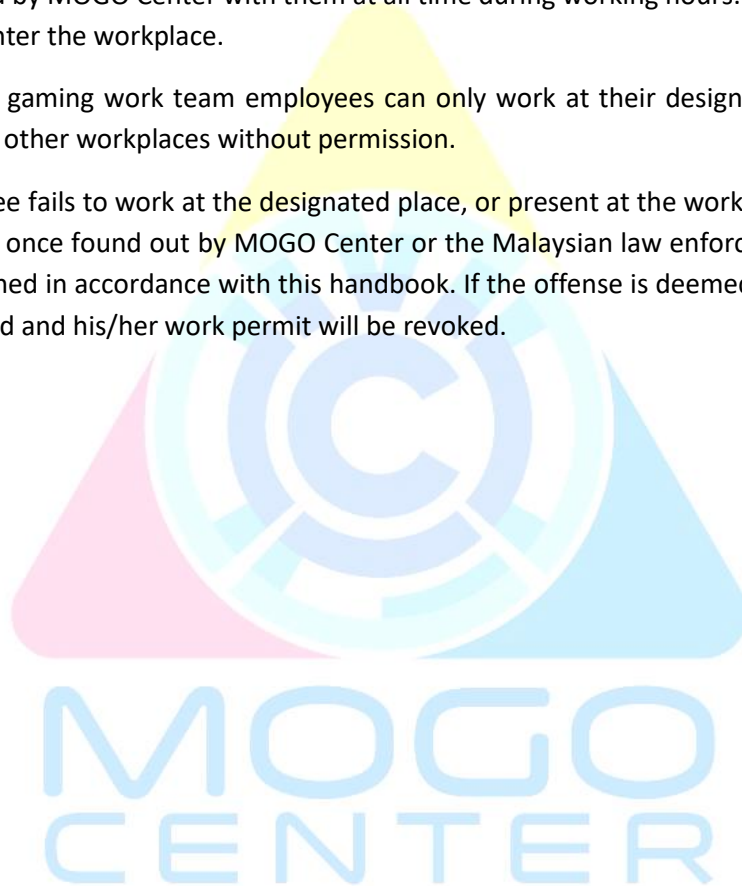
- 1 MOGO Center will evaluate the amount of fees and charges based on the number of offshore gaming work team applied for. The Applicant should only pay the monthly fee and deposit after the payment form is issued by MOGO Center.
- 2 The payment of the monthly fee and deposit for offshore gaming work team should be made within 30 days after the approval from MOGO Center. Failure to pay on time will lead to corresponding demerit points or even penalty.
- 3 Proof of payment: The proof of payment for the monthly fee and deposit for offshore gaming work team is a condition precedent for MOGO Center's approval. It is the Applicant's responsibility to ensure that the proof of payment is submitted to MOGO Center within 30 days after payment is made.

Audit on The Workplace of The Offshore Gaming Work Team

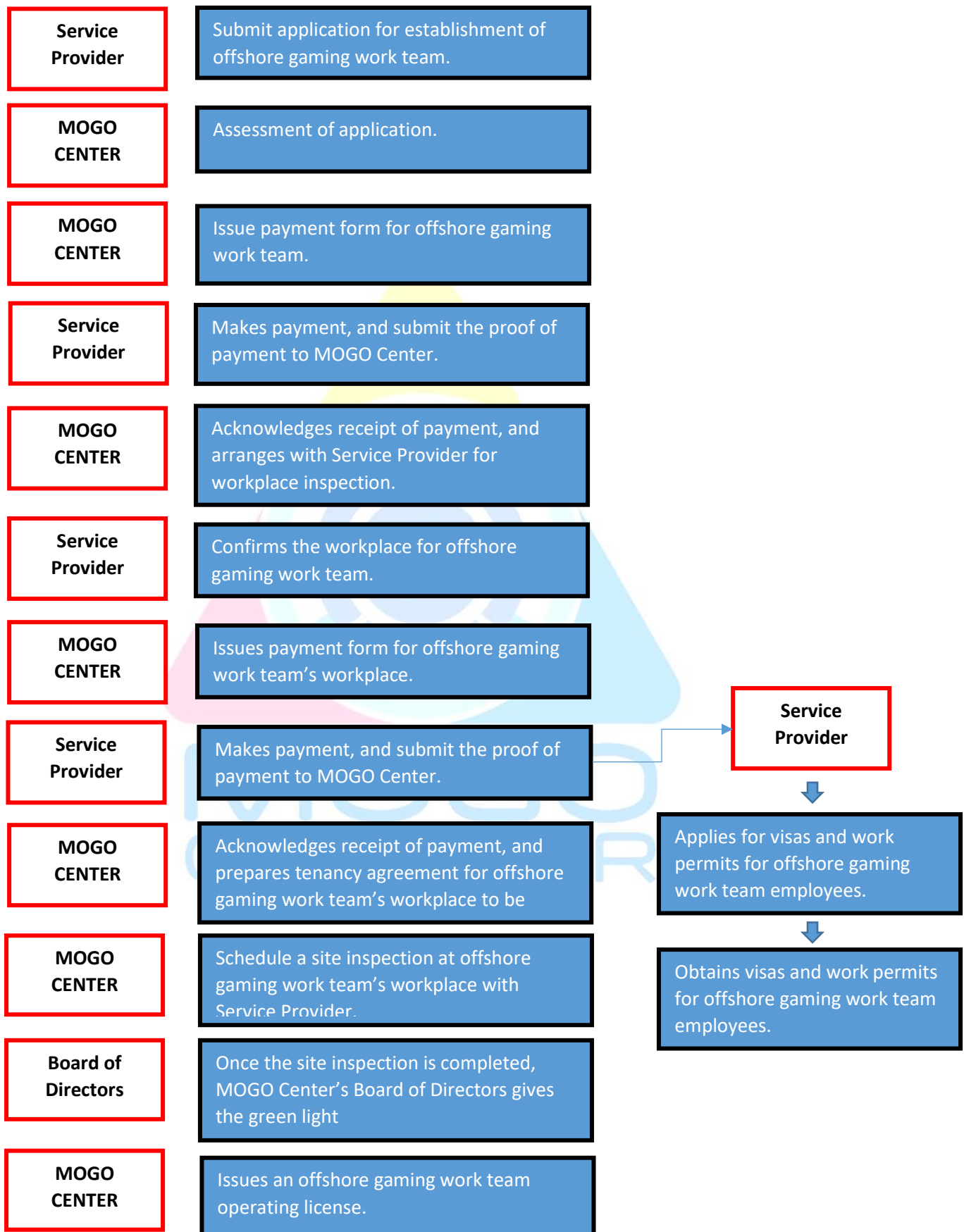
- 1 The pre-operation audit should not be conducted 30 days later from the date of application being approved.
- 2 Mogo Centre will inform the Applicant the date of audit.
- 3 MOGO Center may conduct regulatory audit at any time thereafter, if it is deemed necessary.

Regulations and Management of Offshore Gaming Work Team Employees

- 1 Each offshore gaming service provider can only have up to 5 offshore gaming work teams at a time.
- 2 The offshore gaming service provider must employ at least 30% Malaysian citizens.
- 3 The offshore gaming work team employees (regardless of their nationalities) must carry the work permit issued by MOGO Center with them at all time during working hours. Or else, they are not allowed to enter the workplace.
- 4 The offshore gaming work team employees can only work at their designated workplace, and cannot enter other workplaces without permission.
- 5 If an employee fails to work at the designated place, or present at the workplace without a valid work permit, once found out by MOGO Center or the Malaysian law enforcing agencies, he/she will be punished in accordance with this handbook. If the offense is deemed serious, he/she will be prosecuted and his/her work permit will be revoked.



Offshore Gaming Work Team Application Flowchart



Section C.: Various Types of Offshore Gaming Work Team

1 Customer Support Team

1.1 Authorisation: Provide the following services to the customers of the offshore gaming service provider:

- 1.1.1 Call center.
- 1.1.2 Complaints resolution hotline.
- 1.1.3 Provide assistance to players' registration.
- 1.1.4 VIP service.
- 1.1.5 Direct marketing.
- 1.1.6 Customer service.

1.2 Prohibited conduct

- 1.2.1 Not allowed to provide services to offshore gaming service providers which are not licensed by MOGO Center, even if they possess overseas license.
- 1.2.2 No gaming equipment should exist at the workplace.

1.3 Number of people: up to 900 employees.

2 Strategic Support Team

2.1 Authorisation: Provide services related to improving service quality to offshore gaming service providers, such as:

- 2.1.1 Research and development.
- 2.1.2 Players' rewards and promotions.
- 2.1.3 Collect data and conduct analysis.
- 2.1.4 Back-end support and services.

2.2 Prohibited conduct

- 2.2.1 No gaming equipment should exist at the workplace.
- 2.2.2 No direct interaction with players.

2.3 Number of people: up to 200 employees.

3 IT Support Team

3.1 Authorisation: Provide technical support, troubleshooting and other services to offshore gaming service providers, such as:

- 3.1.1 Fix software bugs.
- 3.1.2 IT maintenance.
- 3.1.3 Install, update and configure computer systems.
- 3.1.4 Setting and management of players' accounts.

3.2 Prohibited conduct

- 3.2.1 No gaming equipment should exist at the workplace.
- 3.2.2 Not participating in any money laundering activities.

3.3 Number of people: up to 200 employees.

4 Gaming Software / Gaming Platform Team

4.1 Authorisation:

- 4.1.1 Provide gaming systems to offshore gaming service providers, such as:
 - Sports competition or sports betting type games.
 - Electronic slot machines based on Random Number Generators (RNG).
- 4.1.2 Modify or update gaming software.
- 4.1.3 Perform software testing.
- 4.1.4 Conduct random software test to ensure fair play and integrity of gaming software.

4.2 Prohibited conduct

Not to develop indecent or obscene gaming software, or any other game that may constitute a violation of public interests.

4.3 Gaming software

All offshore gaming service providers must submit a list of gaming software they provide to their customers, as well as accreditation received from any MOGO Center-approved gaming laboratory, confirming that the gaming software has met the standards accepted by global gaming jurisdictions.

4.4 Number of people: up to 200 employees.

5 Office Administrative Team

The office administrative team is a team set up by the offshore gaming service provider to handle administrative and management work.

5.1 Authorised function:

- 5.1.1 Human resource management
- 5.1.2 Manage other work teams
- 5.1.3 Process payroll and distribute pay slips
- 5.1.4 Accounting
- 5.1.5 Record keeping

5.2 Prohibited conduct

- 5.2.1 Not conducting offshore gaming business in the management office.
- 5.2.2 Not keeping or installing any gaming device or gaming equipment at the same premise.

5.3 Prior to an office administrative team license can be issued, the team must fulfil the following conditions:

- 5.3.1 The office administrative team must hold a valid offshore gaming service provider's license.
- 5.3.2 The office administrative team license is only valid at premises with management jobs.
- 5.3.3 The management should conduct audits to confirm that the works carried out at the licensed premises are complying with the rules and regulations.
- 5.3.4 The validity of the office administrative team license should be the same as the offshore gaming service provider license.

5.4 MOGO Center reserves the right to revoke the issued office administrative team license and charge appropriate fees if the audit team confirms that the gaming software / gaming platform team conducts offshore gaming operations in the management office.

5.5 Number of people: up to 200 employees.

Section D.: Discipline and Conduct for Offshore Gaming Work Team

MOGO Center might suspend the license of the offshore gaming work team based on the following reasons. For serious cases, MOGO Center can revoke the offshore gaming work team license and even confiscate the offshore gaming work team's deposit.

- 1 The offshore gaming work team is found guilty of violating Malaysia's anti-gambling laws.
- 2 The offshore gaming work team is convicted of any other serious offense.

- 3 The offshore gaming work team has violated conditions supplementary to operating license.
- 4 The offshore gaming work team does not cooperate with MOGO Center’s audit team to audit its premises, machines and equipment.
- 5 The offshore gaming work team fails to serve notice to MOGO Center in a proper manner, it ceases operation for a week, and couldn’t provide an explanation; or tries to evade obligations to customers and players in any form.
- 6 The offshore gaming work team uses other inappropriate ways to obtain license through falsifying or misleading statements.
- 7 The offshore gaming work team fails to provide services within 6 months from the date of license issuance.
- 8 The offshore gaming work team does not cooperate with the integrity auditing agencies recognised by MOGO Center and auditing procedures for gaming laboratories.
- 9 The offshore gaming work team does not comply with any of the provision in this handbook.
- 10 In order to ensure that the public interest will not be adversely affected, or that the integrity of gaming practices will not be compromised in any way, the offshore gaming work team license has to be suspended.
- 11 Fines will be deducted from the deposit once the offshore gaming work team ceases to operate. If the deposit is insufficient to cover MOGO Center's financial obligations, the offshore gaming service provider must pay the outstanding amount immediately.
- 12 If the offshore gaming work team violates the relevant regulations of MOGO Center leading to the operating license being revoked, MOGO Center may confiscate the deposit, and the decision is final.

Clause 5: Other Fees and Charges

Section A.: Change of Address, URL and Other Fees

- | | | |
|---|---|-----------|
| 1 | Application fee to change service provider company’s registered address: | RM 40,000 |
| 2 | Application fee to change service provider company’s name: | RM 40,000 |
| 3 | Application fee to change the person in charge of the service provider company: | RM 5,000 |
| 4 | Application fee to change the address of the offshore gaming work team: | RM 40,000 |
| 5 | Application fee to change brands: | RM 5,000 |
| 6 | Application fee to change domain name: | RM 5,000 |
| 7 | Replacement fee for work permit: | RM 200 |

Section B.: Issuance of Payment Form

- 1 Payment for application submitted to MOGO Center by an offshore gaming service provider/offshore gaming work team. The payment form should contain:
 - 1.1 Name of offshore gaming service provider / applicant for offshore gaming work team
 - 1.2 Types of application
 - 1.3 Payment details
 - 1.4 Amount
 - 1.5 Reference number
 - 1.6 Authorized signatory of MOGO Center on form/signature/position/date
 - 1.7 Validity period of payment form
- 2 All payment forms are valid for 30 days from the date of issue
- 3 All proofs of payment, together with the payment form issued must be submitted to MOGO Center for accounting purpose within 30 days of payment.

Section C.: Proof of Payment

Proof of payment must be submitted to MOGO Center together with the payment form issued within 30 days of payment. This forms part of the application for license.

- 1 Only original copy of proof of payment with following information will be accepted:
 - 1.1 Date of payment
 - 1.2 Payment amount
 - 1.3 Verification from the bank
 - 1.4 Name of payee
 - 1.5 Payment decriptions / details
- 2 All fees and charges outlined in these regulations are non-refundable
- 3 For bank's telegraphic transfers, confirmation from the receiving bank is required. Mere proof of order / transfer or payment requests will not be accepted.
- 4 Proof of payment does not guarantee that the license will be approved, nor does it mean the license has been confirmed.

Clause 6: Audit Procedures

As specified, the offshore gaming service provider must meet the operational requirement i.e. an audit conducted by MOGO Center to determine whether the offshore gaming service provider and his/her teams are actually ready to operate, where MOGO Center will conduct two types of audits on site:

- 1 Pre-operation audit - refers to the audit performed by MOGO Center to verify all information provided by the Applicant. This audit is for new applicants, and the recommendations from the pre-operation audit should serve as the basis for MOGO Center to issue a notice of commencement of operation.
- 2 Regulatory audit - refers to the audit performed by MOGO Center on the offshore gaming service provider, which can be carried out at any time after the license for the offshore gaming service provider is granted to confirm the offshore gaming service provider is not breaking any rules and regulations.

Section A.: General Procedures

During the audit, the offshore gaming service provider shall comply with the followings:

- 1 At the request of the audit team, they are allowed to inspect all the premises at any time.
- 2 Must assign at least 1 authorised representative to assist the audit team in auditing and able to answer all enquiries regarding the offshore gaming service received from the audit team.
- 3 Must grant access to audit team to enter all rooms and offices.
- 4 All documents related to offshore gaming service must be provided as requested by the inspection team.
- 5 The audit team are allowed to take photographs of the premise, machinery and equipment.
- 6 MOGO Center may conduct the following activities at any time as authorised:
 - 6.1 Conduct audit on premises, machinery and equipment used for or supporting offshore gaming service.
 - 6.2 Confirm whether the services provided by the offshore gaming work team are consistent with the type of license granted.
 - 6.3 Verify the authenticity of the service provided by the offshore gaming work team as claimed.

Section B.: The Purposes of Audit

- 1 Renewal of the license for Offshore Gaming Service Providers - Regulatory audit is a condition precedent for offshore gaming service providers to renew their licenses.
- 2 Change of address - If the offshore gaming work team changes the address of the premise, the audit team must confirm whether the original venue is indeed in a non-operational condition.

- 3 Authorised activities - If confirmation of the type of operation carried out at a specific premise is required, the audit team must visit the premise to confirm the type of operation is in accordance with the type of license granted.
- 4 MOGO Center may conduct an audit at any time, if it is deemed necessary.
5. The Malaysian enforcing agencies may conduct an audit at any time, when it is deemed necessary.

Section C.: The Responsibilities of Audit Team

To ensure the completeness of the audit, MOGO Center shall comply with the followings:

- 1 The audit team must present their auditing itinerary duly signed by MOGO Center.
- 2 The audit team must wear their MOGO Center ID during audit.
- 3 The audit team must record the results collected during the audit and report the action plan correctly.
- 4 The audit team must keep things to themselves only, except as requested by law, should not disclose any findings during audit, including but not limited to pictures, information provided by offshore gaming service provider, copies of documents etc.
- 5 The audit team may assign additional personnel to perform audit at the premise, but must submit their names in advance.

Section D.: Post-audit Procedures

- 1 After the audit, the authorised representative should sign the audit form to certify the audit was performed by the audit team.
- 2 The audit team must submit the audit report to MOGO Center within 7 working days from the date of audit.
- 3 In case where the operation being carried out is found to be significantly different from what is permitted under the license after the audit, the audit team must submit a remedy proposal.
 - 3.1 MOGO Center's policy development department must issue a notice to the offshore gaming service provider and his/her offshore gaming work team regarding the identified non-conformances, and recommend remedies to the offshore gaming service provider.
 - 3.2 The offshore gaming service provider and offshore gaming work team must follow the recommendations outlined in the notice to rectify the non-conformances.
- 4 The audit team has to conduct a compliance review within 1 month after the notice is issued. The report for offshore gaming service provider and offshore gaming work team's compliance review must be submitted to MOGO Center by the audit team.

Clause 7: Verification of Combined Services

Section A.: Integrity Auditor

- 1 An integrity auditor is an entity which is responsible to verify the identity of the Applicant, including checking on his/her company, company's management, financial, integrity, competence and criminal records if there is any.
- 2 The integrity auditor will check the business operations, integrity and criminal records of the Applicant's company.
- 3 Integrity auditors should be responsible for the authenticity and confidentiality of the audit provided.

Clause 8: Responsible Gaming

The offshore gaming service providers should have responsible gaming program based on MOGO Center's responsible gaming code of conduct.

Clause 9: Anti-money laundering

All offshore gaming service providers and their offshore gaming work teams must obey the relevant anti-money laundering regulations of the Malaysian government. As such, they have to meet the requirements of the anti-money laundering committee and its representatives at MOGO Center.

