

Compliance and Complaints Directorate

Frequently Asked Questions (FAQs)

Where can I find a list of obligations under the Gambling Regulation Act 2024?

The Gambling Regulation Act 2024 can be found [here](#), while the Gambling Regulatory Authority of Ireland (GRAI)'s Guidance on Relevant Obligations for Business to Consumer Licensees can be found [here](#).

Have all sections of the Gambling Regulation Act 2024 now been commenced?

No. While most sections of the Gambling Regulation Act 2024 have now been commenced, not all sections have been.

It is normal practice to have a phased introduction of legislation and associated obligations.

Where can I find a list of sections and obligations that have been commenced and a list of those not yet commenced?

A list of sections of the Gambling Regulation Act 2024 which have been commenced, in addition to Statutory Instruments made under the Act, can be found in the electronic Irish Statute Book [here](#).

In this list, those sections that specify “Not yet commenced. Commencement order required under s. 1(2)” mean this section has not yet been commenced but will be in due course.

When will the remaining obligations be commenced?

Commencements require Ministerial approval and therefore the GRAI cannot provide dates of when the remaining obligations will be commenced.

However, the GRAI will communicate upcoming obligation commencements as soon as we receive information from the Department of Justice, Home Affairs and Migration.

What happens when an obligation is breached?

Contraventions of a relevant commenced obligation may lead to compliance and enforcement action by the GRAI. Such action can include: agreements, notice to licensee: contravention of relevant obligation, imposition of a condition on a licence, suspension or revocation of a licence following a notice of non-compliance, criminal prosecution, administrative sanctions (up to €20 million or 10% of turnover) and various emergency orders including licence suspension.

What happens if an obligation is not yet commenced?

An obligation must be commenced before it can be enforced. Therefore, if an obligation is not yet commenced, it cannot be enforced by the GRAI.

When will applications open for the various types of licences?

Licence type	Applications Open
Betting (remote & intermediary)	Open now
Betting (in-person)	Open now
Gaming (remote)	2027
Gaming (in-person)	2027
Lottery (remote & in-person)	2028
Business to Business (B2B)	2028
Charitable & Philanthropic	2028

Where can I get more information on making an application for a licence?

Please refer to the [Licensing Application Guidance](#) on the GRAI's website for detailed information on the different types of licences and guidance for applying.

You can also contact the licensing team via [our webform](#) and choosing "Licensing" in the drop-down menu.

How long does it take for the GRAI to grant a licence once an application is made?

As no two applications are the same, each application will be determined on a case-by-case basis.

The GRAI's licencing team will liaise with the applicant(s) throughout the review/determination process. If there are any queries on the application or it is determined any additional documentation is required, the licensing team will endeavour

to address in a mutually convenient manner, but this requires the assistance and cooperation from the applicant.

Are there any transitional periods between an existing licence expiring and a GRAI licence coming into effect?

There are no transitional periods between a Revenue, An Garda Síochána or District Court licence expiring, and the coming into force of a new GRAI licence.

Applicants should submit their betting licence application in sufficient time to avoid any operational interruption.

What happens if my application for a GRAI licence is not approved before the expiry of my current licence?

The GRAI will endeavour to have a decision made on a licence application before the expiry of an existing licence or before the introduction of a new licencing regime.

However, in a situation where it has not been possible to make a decision on a licence application before the expiry of an existing licence or the introduction of a new licencing regime, the GRAI will engage directly with an operator to provide guidance on their specific situation.

We encourage operators to engage with the GRAI early and allow for sufficient time to process their application. In addition, operators are encouraged to prepare their documentation in advance of beginning the application process.

When will the National Gambling Exclusion Register come into effect and when will the associated technical specifications, integration requirements and implementation guidance to be published?

The sections of the legislation relating to the National Gambling Exclusion Register have not yet been commenced, and no date has yet been set for the Register to go live.

The GRAI continues to work diligently on the establishment of this important measure, and we will communicate the technical specifications, integration requirements and implementation guidance with licensees in due course.

Will you be hosting information seminars on the new gambling regulatory framework?

Yes. The GRAI have and will be continuing to host information webinars to help explain the new gambling regulatory framework and assist operators to prepare for the new obligations. We will also be frequently updating our website with additional information.

- The GRAI Operator Webinar from December 2025 can be viewed [here](#).
- The GRAI Compliance Webinar from June 2026 can be viewed [here](#).

Operators can also [join our Compliance mailing list](#) to keep up to date with developments.

Will there be an opportunity for operators to contribute to the development of the technical standards, guidance documents and regulations?

The GRAI have previously, and will continue to, consult with the public and licensees in relation to the drafting of regulations.

Regulation making is a very involved process which requires researching best practice, primary research and market analysis. In relation to some regulations, the GRAI will go out to public consultation in order to invite opinion from licensees and the public on the proposed new legislation. Licensees may have noted that in 2025 the GRAI went out for public consultation in relation regulations around section 38, 108 and 129 of the Gambling Regulation Act 2024.

Where can I find further information on the technical standards in relation to customer limits, marketing and consent controls, identity verification processes, account structures and payment method restrictions?

Technical standards are currently in development and will be open for public consultation before being finalised. We would encourage operators to engage with the consultation when it opens.

What is a suspicious gambling pattern?

A suspicious gambling pattern is a gambling pattern that suggests there is an attempt to influence the outcome of a relevant gambling activity. Licensees' obligations in relation to notifying the GRAI of suspicious gambling patterns can be found in section 156 of the Gambling Regulation Act 2024.

What should I do if I become aware of a suspicious gambling pattern?

Please refer to [Section 156 of the Gambling Regulation Act 2024](#) in relation to licensees' obligations if you become aware of a suspicious gambling pattern.

Where a licensee becomes aware of a suspicious gambling pattern that suggests there is an attempt to influence the outcome of a relevant gambling activity, the licensee shall;

- Cease accepting payments
- Issue a note saying the payment has been refused
- Keep a copy of the note
- Notify the GRAI as soon as practicable
- Not pay out winnings until notified by the GRAI that they may do so

Please note licensees must also notify a Chief Superintendent of the Garda Síochána for the division where the gambling activity concerned took place, or in the case of an activity by remote means, the Garda National Economic Crime Bureau, of the suspicious gambling pattern. Licensee's may also have further reporting obligations to submit suspicious transaction reports (STRs) under the Criminal Justice Act 2010 to FIU Ireland and the Revenue Commissioners as well as specifically in relation to section 19 of the Criminal Justice Act.

How do I notify the GRAI of a suspicious gambling pattern?

Licensees should log into the GRAI portal and complete the Suspicious Gambling Pattern Notification Form as soon as practicable to notify the GRAI.

A walkthrough example of reporting a Suspicious Gambling Pattern via the GRAI portal was demonstrated in our [GRAI Compliance Webinar](#).

If the licensee is experiencing technical difficulties with the GRAI portal in relation to making a suspicious gambling pattern notification, please email the GRAI as soon as possible.

Advertising complaints

The GRAI will eventually be accepting complaints about gambling advertisements, but our powers in this area have not yet commenced. We will provide further information on expected timelines in due course.

For now, complaints about gambling advertisements can be made to the Advertising Standards Authority (ASA): [Make a Complaint - Advertising Standards Authority](#).

The ASA Code, Section 10 covers gambling related material and can be found here: [Gambling - ASA Code - Advertising Standards Authority](#).

The GRAI and ASA have entered a partnership with regards to complaints and further details can be found [here](#).