

Údarás Rialála Cearrbhachais na hÉireann Gambling Regulatory Authority of Ireland



GRAI Compliance Webinar – June 17th 2026

GRAI Compliance & Complaints Directorate

Agenda

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1. Welcome
2. Foreword from Director of Compliance & Complaints – **Kathleen Gormley**
3. GRAI Overview from Asst. Director of Compliance & Complaints – **Ciaran O'Brien**
4. Licensing Update from Asst. Director of Licensing – **Paddy O'Shea**
5. Obligation & Commencement Overview – **Ciaran O'Brien**
6. Regulatory Submissions Portal Demo from Complaints Manager – **Daniel Rakic**
7. Pre Submitted Questions – **Ciaran O'Brien**
8. Close of Webinar

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Director of Compliance & Complaints
Kathleen Gormley

Role of GRAI



License, supervise and control gambling activities in the State



Establish a National Gambling Exclusion Register



Establish, maintain and administer a Social Impact Fund



Establish Standards for certain gambling products or services



Impose obligations on licensees in areas such as advertising, inducements and obligations relating to Children



Monitor and enforce compliance by licensees



Deal with complaints



Enhance public awareness and communicate with the public on licensing and gambling activities



Take measures to stop prohibited gambling activities

The GRAI will have responsibility for the licencing and regulation of:

- Betting (remote and in-person)
- Gaming (remote and in-person)
- Lotteries (except the National Lottery), including for Charities/Sporting Orgs.
- Both Business to Consumer (B2C) and Business to Business (B2B).

GRAI – Vision, Mission, Values.

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Vision

Our Vision is proportionate, innovative, and professional regulation by which an informed public is protected from gambling harms

Mission

Our Mission is to effectively regulate and educate in order to safeguard current and future generations from gambling harm

Values

Our Values are:

- ▶ Independence
- ▶ Integrity
- ▶ Transparency
- ▶ Innovation
- ▶ Collaboration

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Assistant Director of Licensing
Paddy O'Shea

Licensing Update

Licensing Journey: Phased Approach

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Phase	Licence Type
Phase 1	Betting (Remote, Intermediary and In-Person) – OPEN Feb 2026
Phase 2	Gaming (Remote) 2027 Gaming (In-Person) 2027
Phase 3	Business to Business (B2B) 2028
	Lottery / Charitable / Philanthropic 2028

Licensing Journey: Phase 1

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Phase	Licence Type
Phase 1	Betting (Remote, Intermediary & In-Person) – OPEN Feb 2026 Revenue-Issued Remote Betting & Intermediary Licences expire June 30th 2026 Revenue-Issued Bookmaker In-Person Licences expire November 30th 2026
Phase 2	Gaming (Remote) 2027 Gaming (In-Person) 2027
Phase 3	Business to Business (B2B) 2028
	Lottery / Charitable / Philanthropic 2028

Licensing Journey: Remote Betting & Intermediary

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Phase	Licence Type
Phase 1	Betting (Remote, Intermediary & In-Person) – OPEN Feb 2026 Revenue-Issued Remote Betting & Intermediary Licences expire June 30th 2026 Revenue-Issued Bookmaker Licences expire November 30 th 2026
Phase 2	Gaming (Remote) 2027 Gaming (In-Person) 2027
Phase 3	Business to Business (B2B) 2028
	Lottery / Charitable / Philanthropic 2028

Licensing Journey: In-Person

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Phase	Licence Type
Phase 1	Betting (Remote, Intermediary & In-Person) – OPEN Feb 2026 Revenue-Issued Remote Betting & Intermediary Licences expire June 30 th 2026 Revenue-Issued Bookmaker Licences expire November 30th 2026
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Assistant Director of Compliance & Complaints
Ciaran O'Brien

Obligations & Commencement Overview

Compliance & Complaints Overview



The GRAI will operate a comprehensive, robust compliance regime to monitor licensee adherence to their legal obligations in the Gambling Regulation Act 2024 which reduces the likelihood of gambling harms and underpins a best practice regulated gambling market in Ireland.

- Depending upon the type of licence granted by the GRAI, various obligations apply as set out in the Gambling Regulation Act 2024 (the “Act”). When the relevant licence is in force, licensees must comply with the commenced obligations that apply to that licence.
- Many, **but not all**, of the obligations are now “**commenced/in operation**” and are therefore enforceable once the licence is in force.
- **Contraventions** of relevant obligations may lead to **Compliance and Enforcement Action** including:
 - Agreements
 - Notice to Licensee: Contravention of a Relevant Obligation
 - Imposition of a Condition on a Licence
 - Suspension or Revocation of Licence following a Notice of Non-Compliance
 - Criminal Prosecution
 - Administrative Sanctions (up to €20 million or 10% of turnover)
 - Various Emergency Orders including Licence Suspension

Complaints



- Pursuant to section 180 of the Act, **a person may make a complaint to the GRAI** in relation to an alleged contravention by a licensee of a relevant obligation.
- Therefore, when a licence is in force, the GRAI can **accept complaints from the public in relation to alleged contraventions** of commenced relevant obligations by a licensee.
- Further details on **the Complaints process is set out in Part 7 of the Act** and S.I. No. 170/2026 - Gambling (Complaints Procedures) Regulations 2026 which came into effect on 24 April 2026.

It is important to note that the **GRAI do not have responsibility for individual customer disputes with a gambling business**. Customers should escalate any disputes directly with the operator.

Primary Legislation – Obligations



Section 67	Prohibition on providing betting activity, game or lottery
Section 74	Cheating at relevant gambling activity
Section 110	Display and production of gambling licence
Section 129	Regulations (Chapter 9)
Section 130	Conditions attaching to gambling licences: general
Section 131	Conditions attaching to Business to Consumer gambling licences and gambling licences for charitable or philanthropic purpose
Section 132	Notice to Authority of change of information given under section 98(1)
Section 133	Notice to Authority of change in information given under section 102 (except 133(4) - charitable or philanthropic)
Section 134	Additional conditions: Business to Consumer gambling licences
Section 135	Establishment and maintenance of Segregated Customer Account
Section 136	Regulations: Segregated Customer Accounts (* however, its only purpose is to refine the obligations under 135)
Section 142	Obligation not to engage child as employee, servant or agent providing relevant gambling activity
Section 152	Obligation on licensees to maintain records and accounts
Section 153	Obligation to notify Authority of changes
Section 155	Obligation to pay out winnings
Section 156	Obligation to notify Authority of suspicious gambling patterns
Section 158	Obligation not to permit child participate in relevant gambling activity
Section 164	Obligation to provide facility to enable participant to set monetary limit
Section 165	Obligation in respect of method of payment for relevant gambling activity
Section 167	Obligations before providing relevant gambling activity by remote means
Section 168	Obligation to establish and maintain register of account-holders
Section 169	Application to open gambling account with licensee of remote gambling licence
Section 170	Requirement to lodge money in gambling account
Section 171	Obligation to close gambling account
Section 172	Obligation to provide copy of terms and conditions of relevant gambling activity provided by remote means
Section 173	Obligation to provide information to account-holder
Section 174	Protection of children
Section 175	Obligation not to provide relevant gambling activities by remote means on certain days or at certain times
Section 176	Obligations in respect of opening hours and use of premises
Section 177	Obligation in relation to children on premises
Section 178	Obligation in relation to withdrawal of cash on premises
Section 188	Obligation on licensees to furnish compliance report and information and documentation

- Primary Legislation provides for extensive compliance powers
 - A significant number of Imposed Obligations (25) are **already in effect** without the need for secondary legislation
- [Link to Guidance](#)

KEY: No Effect without a Regulation being made
 Commenced
 Not Commenced

KEY:
 Commenced
 Not Commenced

Regulations

What are Regulations?

- Regulations allow the Minister, and the Authority to update certain aspects of the legislation, e.g. areas that change frequently, without needing legislative amendments.

Who Makes the Regulation?

- Some Regulations making powers are with the **Minister**
- Others are with the **Authority**
- Some are with the **Authority**, but subject to the **consent of the Minister**
- The **Executive** (the **GRAI** CEO and SMT), work with the **Authority** to develop a draft regulation with supporting policy basis and seek **Authority** Approval (including when requested to do so for Ministerial Regulations)

What other aspects are involved in making a Regulation?

- Regulation making is a very involved process and often includes:
 - **Research** of Best Practice, Market Analysis.
 - **Public Consultation**: For some Regulations, it is recommended that a Public Consultation take place to invite opinion from various stakeholders on the proposed new legislation
 - **TRIS**: Where a Regulation may have an economic impact, it must go through a 3 month standstill period known as the Technical Regulations Information System (TRIS) Notification Process before being made (see side panel)

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TRIS Notification Process (EU Directive 2015/1535)

- **Notification**: Member States must submit draft technical regulations to the EC before adoption to prevent trade barriers.
- **Standstill Period**: A 3-month pause begins upon notification, during which the draft cannot be adopted.
- **Examination**: The Commission and other Member States review the draft for compliance with EU law.
- **Comments/Detailed Opinions**: Stakeholders can submit feedback; Detailed Opinions extend the standstill period by 1-3 months.
- **Result**: Compliance ensures free movement of goods/services; non-compliance leads to potential changes or blocking of the regulation

In addition to the phased commencement of the legislation, there is an ongoing Programme of Regulation making to enable the GRAI to execute its functions.

Commencements

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Commencement is a Ministerial power

- The **Minister**, with support from the Department decides what will be commenced, and when
- The **Authority** may make recommendations in respect of commencement, and in many cases, is expected to do so
- The **Executive** (the **GRAI** CEO and SMT), work with the Authority to develop recommendations for their approval before being issued to the Department/Minister

Commencement of Advertising, Sponsorship, Merchandise, Inducements Obligations

- To be commenced by the Minister in due course

Section 143	Obligations on licensees in relation to advertising: general
Section 145	Advertising by licensee by means of audiovisual on-demand media service or on-demand sound service
Section 146	Advertising on social media service and video-sharing platform service
Section 147	Advertising by licensee by means of electronic communication
Section 148	Prohibited material in advertisement
Section 149	Prohibited hours for advertising on certain media
Section 151	Prohibition on branded clothing and merchandise
Section 157	Offering inducement to gamble
Section 159	Sponsorship

Further Obligation Commencements:

- Social Impact Fund, National Exclusion Register, Training Requirements

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Assistant Director of Compliance & Complaints
Ciaran O'Brien

Addressing Operator Questions

Addressing Operator Questions

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Question 1: Can the GRAI provide an indicative roadmap for commenced obligations taking effect from July 1st (including a timeline for publishing regulations, technical specifications & guidance)?

For example the advertising obligations set out in section 144 of the Act.

Response:

- On the slides presented, which will be shared, operators will be aware of what is commenced as of July 1st.
- While the GRAI will strive to communicate any regulations or commencement news in advance, commencements and regulations for the most part are at the **behest of the Minister** which means it will not always be possible to provide a timeline.
- Public consultation and TRIS may be part of the process and the GRAI will communicate when these are live. For example, section 152/173, which are technical in nature.
- This webinar and slides will be published on our website with a link to **join our Compliance Mail list**.
- Section 144 and the advertising regulations **are not commenced at present** and the GRAI will communicate when we have a timeline for these commencements.
- The GRAI appreciate there is a need for a lead in time for operators in terms of the commencement of the more 'technical' obligations with system updates in some cases, so again we will **strive to let operators know at the earliest opportunity** once we have defined timelines.
- Obligation guidance is available on our website currently.

Addressing Operator Questions

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Question 2: Can the GRAI provide greater visibility on the timeline for publishing the remaining regulations, technical specifications and guidance required under the Act for sections already commenced (for example section 173)?

Response:

- There are draft regulations for sections 152 and 173 and they **will be going for public consultation in the next few weeks**. We hope that operators will engage in the consultation.
- In terms of timelines, at the conclusion of the public consultation, we will need to collate the responses, make amendments, and bring to the Authority for approval. Some regulations require TRIS as well in line with EU directives.
- While difficult to give a timeline, we will **strive to communicate with operators in advance of any regulations coming into force**, equally we will communicate with operators when commencements have been agreed.
- In terms of section 173, we are aware that this may require technical changes, the draft regulations and guidance on this section will be going for **public consultation in the coming weeks** and once we have an agreed timeline we will communicate with operators.

Addressing Operator Questions



Question 3: Can the GRAI clarify the go-live timeline for the National Gambling Exclusion Register and when can operators expect the associated technical specifications , integration requirements and guidance?

Response:

- At present, the GRAI is recruiting resources to lead its technical implementation of the National Gambling Exclusion Register.
- **Planning has commenced** for the IT systems and arrangements to support the technical side of the register.
- At this time we do not have a go-live date.
- When we have a progress update in this area **we will communicate with operators in advance** and include the above requested information to **support the successful roll-out of the register**.

Addressing Operator Questions

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Question 4: Would the GRAI consider allowing additional time for feedback on consultations and potentially provide responses or feedback papers similar to other jurisdictions?

Response:

- The GRAI **have previously and are projected to consult with stakeholders via public consultation** in several areas, most notably regulations.
- Regulation making is a very involved process which involves extensive research, analysing best practices, and market analysis. In relation to some regulations, the GRAI will go out to public consultation in order to invite insight and opinion from licensees, operators and those who support those effected by gambling harm.
- Operators will note that in 2025, the GRAI went out for public consultation in relation to regulations under sections 38, 108, and 129 of the Act. In 2026 further public consultations are to be published imminently in terms of sections 152, 173.
- The GRAI will endeavour to **publish summaries of feedback received via published reports** [Governance Ireland's 'Public Consultation Response Report' published by the Gambling Regulator as we move towards TRIS process | Gambling Regulatory Authority of Ireland](#)

Addressing Operator Questions



Question 5: Can the GRAI provide any indication of the expected timelines for the granting of licenses once applications, supporting documentation and follow-up queries have been completed?

Response:

- The GRAI will endeavour to assess applications in a timely manner. The promptness of granting an licence **depends on the standard of the application and supporting documentation received** from the applicant(s).
- Each application will be determined on a case-by-case basis. The **Licensing Directorate will liaise with the applicant(s) throughout the review/determination process.**
- The Licensing Directorate will endeavour to address any queries in a mutually convenient manner, this requires the assistance and cooperation from the applicant. If you have any queries associated with your application journey, **we direct you to the numerous pieces of guidance that have been published on our website www.grai.ie.**
- The GRAI is conscious of the impending **1st of July 2026 deadline** associated with expiration the current Revenue licences, we **will endeavour to send out licences in advance of this date**; however, this is contingent upon the applicant providing a completed application, appropriate supporting documentation, and the fees associated.
- In the event the GRAI assesses an application and makes a determination in advance of the 1st of July 2026 deadline, this will be communicated to the applicant as soon as practically possible. As an operator cannot provide gambling activities under two licences (Revenue/GRAI), the Revenue licence will expire on 30 June 2026 and licensees will operate under the new GRAI licence from the 1st of July 2026.
- **There are no transitional provisions/bridging measures under the Act**, therefore it is pertinent that all applicants address any outstanding queries with the Licensing Directorate in order to ensure that they are in a position to provide gambling activities to the public from the 1st of July 2026.

Addressing Operator Questions



Question 6: How should operators notify the GRAI/Gardai of suspicious gambling patterns? If an email notification is sufficient, is there a specific point of contact or email address operators should use for GRAI/Gardai?

Response:

- In relation to notifying the GRAI of suspicious gambling patterns, i.e. a gambling pattern that suggests there is an attempt to influence the outcome of a relevant gambling activity, licensees should **login to the GRAI portal and complete the Suspicious Gambling Pattern Notification Form** as soon as practicable in order to notify the GRAI.
- 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 practicable.
- Upon becoming aware of a suspicious gambling pattern, licensees shall:
 1. Cease accepting payments
 2. Issue a note saying the payment has been refused
 3. Keep a copy of the note
 4. Notify the GRAI as soon as practicable
 5. Not pay out winnings until notified by the GRAI they may do so
- Please note, as soon as practicable, licensees **must 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 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.

GRAI Compliance – Stay in Touch

Keep up to date:

- Visit our website – www.grai.ie
- View our Newsletter
- Join [Compliance Mail List](#)

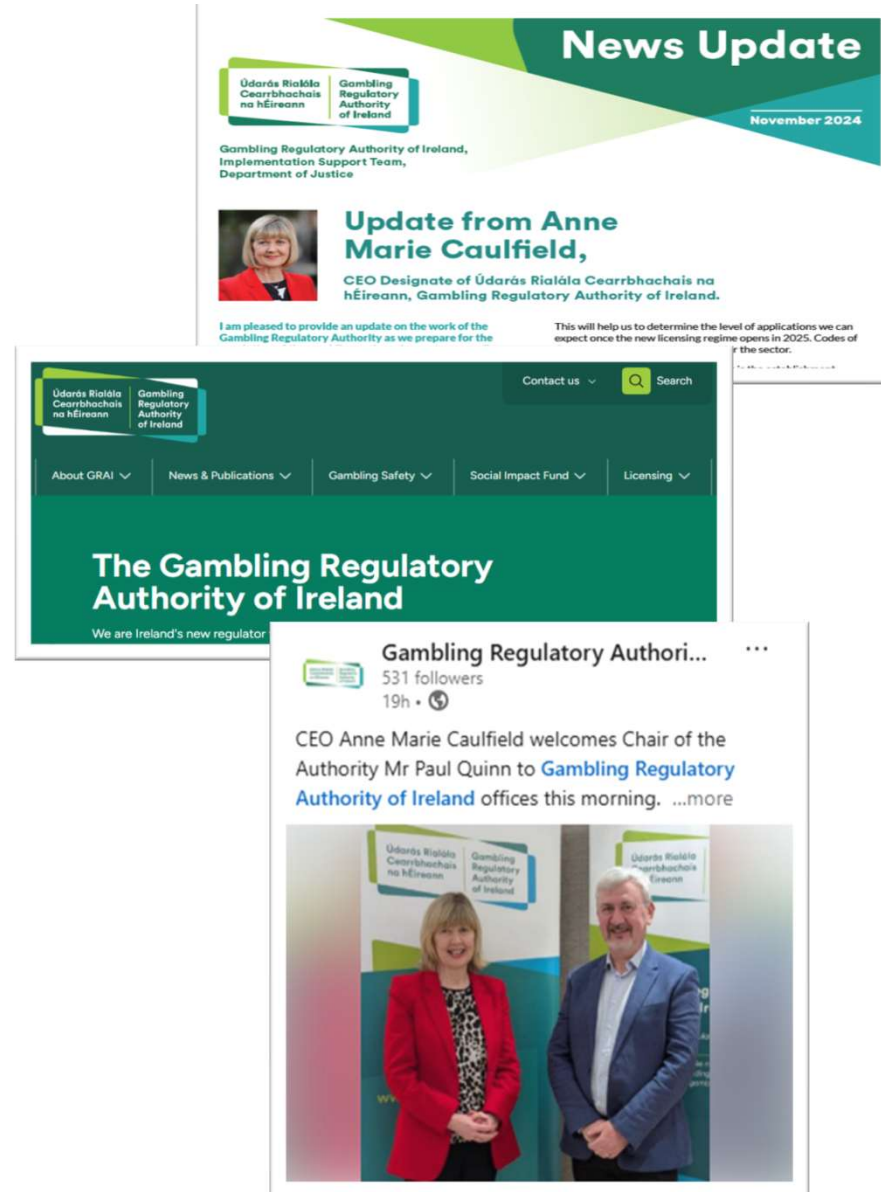
General Queries: [Contact Us Form](#)

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X (Twitter): @GambRegIRL

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Go raibh maith agaibh

Thank You