



COLORADO

Department of Revenue

Specialized Business Group—Gaming

1707 Cole Blvd., Suite 350
Lakewood, CO 80401

March 12, 2025

INDUSTRY-WIDE GAMING BULLETIN 58

RE: Self-Excluded Patrons and Responsible Advertising and Promotions

Dear Merchant Community Stakeholders:

The Division is providing this industry bulletin to give further guidance regarding self-excluded patrons and responsible advertising and promotions.

Self-Excluded Patrons

Self-excluded patrons who gamble in a casino, sports betting application, or sports book while on the exclusion list are not entitled to collect any winnings from gaming in Colorado. See Limited Gaming Regulation 30-2905(2)(b), 1 CCR 207-1, & Sports Betting Regulation 9.5(2)(b), 1 CCR 207-2. Self-excluded patrons are not able to redeem points, bonuses, comps or freeplay. See Limited Gaming Regulation 30-2905(2)(b), 1 CCR 207-1, & Sports Betting Regulation 9.5(2)(b), 1 CCR 207-2. The operator or licensee must retain any winnings of self-excluded patrons as an unclaimed jackpot. See Limited Gaming Regulation 30-2905(2)(b), 1 CCR 207-1, & Sports Betting Regulation 9.5(2)(b), 1 CCR 207-2.

An individual who has won a jackpot while on the self-exclusion list should not be paid those winnings. See Limited Gaming Regulation 30-2905(2)(b), 1 CCR 207-1, & Sports Betting Regulation 9.5(2)(b), 1 CCR 207-2. If an individual is subsequently removed from the self-exclusion list, they should not be paid for previous winnings from when they were on the self-exclusion list.

If a patron was erroneously placed on an exclusion list, they may petition the Director of the Division of Gaming to be retroactively removed from the exclusion list and collect their winnings. These approvals will only occur in unique situations where the patron can demonstrate they were erroneously placed on the exclusion list.

Self-excluded patrons should not receive direct gaming promotions, should not be given players club/card privileges, and no complementaries (“comps”) should be given to the self-excluded patron. See Limited Gaming Regulation 30-2904, 1 CCR 207-1, & Sports Betting Regulation 9.4, 1 CCR 207-2.

Operators and Licensees should immediately notify the Division’s Investigation team regarding any self-excluded player that is found in the gaming area of a Licensee or determined to have been gaming while on the self-exclusion list.



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Operators and Licensees are required to submit and adhere to a responsible gaming strategic implementation plan that addresses how to prohibit or stop a person on the self-exclusion list from gambling and making gaming transactions. See Limited Gaming Regulation 30-2906, 1 CCR 207-1, & Sports Betting Regulation 9.6, 1 CCR 207-2.

Responsible Advertising and Promotions

The prominent message, “Gambling Problem? Call or Text 1-800-GAMBLER” should be posted on all forms of media advertisements to Colorado consumers. To clarify, any communication that will entice a Colorado consumer to gamble and any gaming-related materials should have the prominent message.

For questions on specific messaging, please contact the Division’s Responsible Gaming Manager.

Thank you,

Corrie Martinez
Responsible Gaming Manager
Colorado Division of Gaming

CC
Christopher Schroder, Director, Colorado Division of Gaming