

# STM Lottery obtains Level 3 recognition for 'Responsible Gaming Framework'

**KUCHING:** STM Lottery Sdn Bhd (STM Lottery), formerly known as Sports Toto Malaysia Sdn Bhd, has announced that it has been granted a Level 3 recognition for 'Responsible Gaming Framework' (RGF) by the World Lottery Association (WLA), in accordance with the recommendation of its independent assessment panel.

The acknowledgment underscores STM Lottery's unwavering commitment to promoting responsible gaming practices and ensuring the highest standards of player protection.

The WLA RGF is a comprehensive set of guidelines designed to assess and enhance the responsible gaming initiatives of lottery organisations worldwide.

To achieve the Level 3 accreditation from Level 2 of the WLA RGF, STM Lottery has enhanced its efforts to promote responsible gaming to its customers.

For instance, a series of player education and awareness campaigns has been implemented based on the seven responsible gaming principles developed by the WLA; the company has incorporated measures for its customers to test, detect and address any signs of problem gaming," said STM Lottery in a statement.

STM Lottery actively trains its employees to equip with responsible gaming knowledge to be able to offer assistance to its customers who may need help in addressing gaming issues.

The company also collaborates with industry regulators, community organisations, and other stakeholders to promote responsible gaming on a broader scale.



Tung shows the WLA RGF Level 3 certificate presented to STM Lottery.

WLA RGF independent assessment panel chairperson Anne Pattberg remarked: "You (STM Lottery) provide a concise, well-organised and structured application.

"All elements are addressed in a pertinent and comprehensive way."

STM Lottery general manager (administration and logistics) Tung Kai Shek said the company was proud to stand alongside other industry leaders in achieving Level 3 recognition from the WLA.

He said this accomplishment reflected STM Lottery's ongoing efforts in prioritising the players' well-being, and maintaining the highest standards of integrity in its operations.

"We understand the importance of promoting responsible gaming as an integral part of our

corporate social responsibility.

"We believe that by adhering to the RGF, we contribute to the overall sustainability and credibility of the industry.

"We extend our gratitude to the WLA for their rigorous evaluation and acknowledgment of our commitment to responsible gaming as we strive to create a safe and fun gaming experience for all," he added.

STM Lottery is the largest number forecast operator that offers four Sports Toto digit games, a 'Jackpot'-type digit game and three Lotto games in Malaysia.

For more information about STM Lottery's responsible gaming initiatives, go to [www.sportstoto.com.my](http://www.sportstoto.com.my), and its Instagram profile at [www.instagram.com/toto4green](http://www.instagram.com/toto4green).

# 向客戶宣導理性投注

## 多多獲頒三級認證

(吉隆坡29日訊) 多多博彩宣布，世界博彩協會在考量其獨立評估小組的建議後，即正式頒發理性投注框架的三級認證予多多博彩。

“此項認證凸顯多多博彩對宣導理性投注，以及為客戶提供最高標準的保護措施之堅定承諾。”

多多博彩發文指出，該公司持續不斷地向客戶加強宣導理性投注觀念，因而得以從早前獲頒的二級認證升級至三級認證。

“譬如，欲尋求認證升級的博彩企業須根據世界博彩協會制定的7項理性投注原則，實施一系列針對投注客戶的教育和宣導運動。因此，本公司已採取相應措施，讓客戶進行

自我檢測並糾正任何可能出現的非理性投注行為。”

多多博彩除了積極培訓其員工，以便能夠協助客戶糾正任何可能出現的非理性投注行為，還與相關監管機構、社區組織和其他利益相關單位合作，以更廣泛地宣導理性投注。

### 保持最高誠信標準

世界博彩協會旗下理性投注框架獨立評估小組主席安妮·帕特伯格說：

“多多博彩提呈一個簡明、組織良好且結構化的申請；所有要素都以合適和全面的方式得到解決。”

多多博彩行政管理及物流總經理鄧啟碩先生說，



■多多博彩行政管理及物流總經理鄧啟碩先生，展示世界博彩協會理性投注框架的三級認證。

正如其他業界翹楚，該公司很榮幸也能同樣獲頒有關三級認證，反映了公司持續努力將投注客戶的福祉置於首位，並在營運的過程中保持最高誠信標準。

“宣導理性投注作為企業社會責任不可或缺的一環是何等的重要，在遵

從理性投注框架的大前提下，本公司必定能為博彩業的整體永續經營和信譽作出貢獻。

“感謝世界博彩協會嚴謹評估並認可本公司對宣導理性投注的承諾，本公司將繼續努力為所有客戶創造安全和有趣的博彩體驗。”