

General Law Committee JOINT FAVORABLE REPORT

Bill No.: SB-1464

AN ACT CONCERNING SPORTS WAGERING AND MULTIJURISDICTIONAL

Title: INTERNET GAMING.

Vote Date: 3/21/2025

Vote Action: Joint Favorable

PH Date: 3/12/2025

File No.:

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SPONSORS OF BILL:

General Law Committee

REASONS FOR BILL:

The bill empowers the governor to enter multijurisdictional gaming agreements, allowing for Connecticut to enter the Multi-state Internet Gaming Agreement. This would allow Connecticut a shot at shared liquidity with other states in the agreement, which is estimated to increase revenues.

The Connecticut Council on Problem Gambling (CCPG) informed the committee that their problem gambling helpline was being overwhelmed with contact from people who were experiencing technical issues with their online gaming accounts. In order to assist CCPG in handling calls aligned with its mission, the bill requires various gaming licensees to establish a toll-free customer service number.

The bill also requires these gaming licensees to disclose maximum wager amounts and requires the Department of Consumer Protection to regulate these maximums. This provision will ensure that customers are receiving proper information about wager limits, while keeping the limits from being exorbitantly large.

RESPONSE FROM ADMINISTRATION/AGENCY:

Bryan Cafferelli, Commissioner, Department of Consumer Protection:

Commissioner Cafferelli supports sections of the bill, including the part that would enable Connecticut to enter into the Multi-state Internet Gaming Agreement, as it would help the state's consumers access secure, legal online poker. He also supports the universal offering

of a toll-free phone number by online gaming vendors because this provision would better protect consumers. He requests more specifics about the maximum wagers in terms of amount and time-frame. He strongly opposes the language that would allow operators to cancel wagers without DCP review, fearing that the proposed changes could be misused to a consumer's detriment.

NATURE AND SOURCES OF SUPPORT:

Diana Goode, Executive Director, Connecticut Council on Problem Gambling:

Supports the bill, specifically the section that requires online gambling providers to maintain, operate, and publicize their own toll-free customer service line. She explains the origin of CCPG's request, which is a response to Helpline staff being overwhelmed by requests for customer support. Passing this provision would allow individuals to more quickly connect with any problem gambling support they truly need.

Brandt Iden, VP Government Affairs, Fanatics Betting & Gaming:

Supports SB 1464 with amendments. Fanatics is in favor of the section that would enable Connecticut to enter into the Multi-state Internet Gaming Agreement because they think it would benefit our state's consumers. However, they characterize the customer service line requirement as "inefficient and ineffective." They argue that their chat app helps their service agents provide faster, targeted service. Fanatics is also opposed to the maximum wager provisions because they think the language is overly broad.

Richard Roberts, President, Mohegan Sun Digital:

Strongly supports Connecticut's entrance into the Multi-state Internet Gaming Agreement but more specifics on the "maximum wagers" section. He opposes the "toll-free number" section of the bill, feeling that it would be an unnecessary burden on gaming companies that already have effective chat options in place for customer support.

Michael Ventre, Senior Manager, State Government Relations, FanDuel:

Supports Connecticut's entrance into the Multi-state Internet Gaming Agreement but believes the language is too broad in the section regarding "improper wagers". He opposes the section about toll-free customer service numbers, feeling that there is no current issue with the system in place. He opposes the section about maximum wagers, feeling that there should be some reasonable limits included in the bill.

David Prestwood, General Counsel, DraftKings:

Supports Connecticut's entrance into the Multi-state Internet Gaming Agreement because it would enhance options for consumers. Opposes the "toll-free number" section because he thinks it is inefficient and believes that customers prefer digital assistance. Draft Kings argues that the "maximum wagers" sections of the bill are unnecessary because DCP regulations already require their disclosure.

Representative Tony Scott, 112th District:

Supports the bill and notes that he proposed the sections requiring immediate disclosure of odds errors and notification of maximum wagers. He thinks that it is only fair that sportsbooks be required to immediately let people know if they made a mistake in listing odds. He argues that they should not be able to wait until the end of an event to decide if they want to let a consumer know they made a mistake. His intent with the maximum wagers proposal is to

increase transparency when players are "limited." Rep. Scott explains that people who win a lot often are only allowed to place small bets, and he characterizes that limit as "unfair."

NATURE AND SOURCES OF OPPOSITION:

Jody Cummings, General Counsel, Mashantucket Pequot Tribe:

Generally opposes the bill but supports the section that would enable Connecticut to join the Multi-state Internet Gaming Agreement. They propose technical changes to that section. They oppose the "toll-free number" section, feeling that companies should be able to choose the method in which they offer customer service. They also oppose the "maximum wager" section, citing, among other issues, that companies already have caps to their allowable wagers.

Christopher Healy, Executive Director, CT Catholic Conference:

Opposes the bill because it expands gambling options in Connecticut, which would increase the prevalence of problem gambling. He argues that the best way to stop problem gambling is to "stop its expansion and its constant promotion in the print and electronic media."

Reported by: Collin Lamontagne

Date: March 26th, 2025