

16 **DEPARTMENT OF PUBLIC SAFETY**

633 **GAMBLING CONTROL BOARD**

Chapter 22: PATRON DISPUTES

§1. Whenever a Slot Machine or Casino Operator refuses to pay winnings claimed by a patron of more than \$100 and the dispute is not resolved by the parties, the Slot Machine or Casino Operator shall notify the Department in writing of the dispute within seven (7) days of the operator being notified of the dispute. Such notice shall identify the parties involved in the dispute and shall set forth all known relevant facts regarding the dispute. The Slot Machine or Casino Operator shall make reasonable efforts to retain all records relevant to the disputed incident.

STATUTORY AUTHORITY: 8 M.R.S.A. §1003

EFFECTIVE DATE:

February 21, 2005 – filing 2005-77

AMENDED:

October 1, 2011 –filing 2011-337