



national lottery
regulatory commission

**SPORTS BETTING PERMIT (SBP):
MONTHLY OPERATIONS REPORT**

SPORTS BETTING PERMIT: MONTHLY OPERATIONAL REPORT

REPORTING GUIDELINES

- Sports Betting licensee must submit a comprehensive operations report to NLRC on a monthly basis.
- The report is a detailed presentation on the management and operation of sports betting activity by the licensee for the period (Month) under review.
- The report must be signed by a reporting officer appointed by the Sports Betting Licensee.
- The monthly report must be submitted in hard and electronic (soft) copy on or before the **10th day of the succeeding month**.
- Soft copy should be sent to dgnlrc@gmail.com while hard copy should be delivered to “Office of the Director-General, National Lottery Regulatory Commission Head Office in Abuja”.
- The report must be submitted with the evidence of payment(Remita eReceipts) to the NLRC and NLTF respectively.

REPORTING REQUIREMENTS

1. Company Overview

- a. Name of Permit Holder.
- b. Date of issuance of Permit and Permit reference number.
- c. Date operation commenced.
- d. Reporting period
- e. Reporting Officers names and signature.

2. Business and Management Information

- a. Changes to Key personnel:
 - CEO, CFO, CTO, COO, Accounting Officer, Compliance Manager, Agency Manager.
 - Details to be provided include names/ position/ date of employment/qualification/previous industry experience for new and existing employees/email and phone number. See **Template I**
- b. Changes to Board of Directors: appointment, removal or resignation of Directors.
- c. Changes to shareholding: increase, reduction or allocation of shares to new or existing shareholders.
- d. Changes to Company name, trademark, logo, etc.
- e. Changes to Head Office location or address for service.
- f. Regional/ State offices address and contact details of representatives. See **Template II**

3. Operational Information

- a. Report on Sales transactions:
 - Total monthly sales(BETS) .
 - Average stake per player (general).
 - Average stake per player for each distribution channel
 - Sales presentation per distribution channel- retail, web, mobile & others channels. **Template III& IV**
 - Sales presentation by States of the federation. **Template V**
 - Total amount of bets for the month
 - List of top ten payouts and the individual amounts won

b. Volume of bets:

- Volume per distribution channel (retail, web, mobile, others).
- Volume from sport events, virtual and other game
- Volume of bets per State of the federation.
- Details of stake per slip above N10,000 (Ten Thousand Naira).

c. Prize payout and prize fund:

- Total Prize fund for the month
- Total Prize payout for the month
- Report on payouts above N500,000 per stake with details of winners and ticket id.
- Presentation of prize payout per distribution channel- retail, web, mobile & others
- Presentation of prize payout per State of the federation

d. Frequency & popularity of games

- Types of games and available betting options (live, Sports, In play, Virtual)
- Overall ranking of player preference of betting options & games (live, Sports, In play, Virtual, Soccer, tennis etc). **Template VI**
- Top 5 Sporting events with the highest patronage
- Top 5 Virtual events with the highest patronage

e. Employment Status:

- List of direct employees in your organization for the month
- List of indirect employees engaged for the month
- List of agents and their employees on your platform for the month
- Total number of betting received by geographical zones, if known, for the month

4. Distribution network

- a.** Indicate Distribution channels -Web, USSD, SMS, Agency network, Retail, others
- b.** Provide details of domain name, USSD, SMS or any changes made in the reporting period.
- c.** Retail Outlet/ Agency Network **Template VII**
- Total number of agents per State and status (active, inactive & closed).
 - Reasons for changes in agency status and number.
 - Details of agents/ outlet manager- name, contact address, assigned region/ State.
- d.** Details of affiliates- retail and web-based

5. Industry Overview

a. Customer Service Report:

- Status Report on complaints and petitions received from players.
- Call center report: volume of calls/ visits received, nature of complaints.
- Agency report: Status report on complaints and petitions received from agents.
- Dispute resolution and grievance procedure in place to address petition and complaints

b. Industry Overview:

- Challenges experienced within the period

- Factors affecting performance (if any) and action taken.
- Achievements during the period (new games, changes in platform, record sales, others).
- Implementation of advertisement, marketing & promotion as approved by the Commission within the report period.

6. Financial Reporting

- a. Management financial report indicating:
 - Income statement for the month.
 - Detail Payout(s).
 - Total Payout(s) (WINNING)
 - Net operating revenue (GROSS GAMING REVENUE).
 - Distribution of proceeds:
 - One percent (1%) gross proceeds to National Lottery Regulatory Commission
 - Two percent (2%) gross proceeds to National Lottery Trust Fund.
 - Commission paid to agents and sales representatives
 - Software licensing fee for technical Service provider(s)
 - Transaction fee to financial institutions and payment aggregators
- b. Cash flow statement for the reporting month.
- c. Consolidated income statement for the reporting year to date.
- d. Forecast income statement for the subsequent month.
- e. Balance sheet as at the end of the reporting period.
- f. Net cash flow from operating activity.

7. Technical Reporting

- a. Upgrade(s), modification(s) or change(s) in software(s), platform(s), hardware and technical service provider(s) submitted to the Commission.
- b. Modification(s) and or amendment(s) to existing Service Level Agreement(s) (SLAs) with service providers.
- c. Update on Internet Service Providers (ISPs), Network Communication, Telecommunication providers, Mobile Network Operator(s) (MNOs), Financial institutions and payment aggregators.
- d. Update on gaming modules. E.g. integration of new game and provider (if different from existing provider).
- e. Update on changes to system architecture, schematic diagram with illustration of technical operational flow and Update on Database schematics

8. Dispute Resolution(s) Template VIII:

- a. Total number of complaints received in the previous month
- b. Resolved complaints from previous month
- c. Unresolved complaints from previous month
- d. Amount per dispute (resolved or unresolved)

Template I: Key Personnel

	NAME	DESIGNATION	DATE OF EMPLOYMENT	QUALIFICATION	DATE OF EMPLOYMENT	GAMING INDUSTRY EXPERIENCE

Template II: Contact & address of Operator's Regional/ State Offices.

S/N	REGION/ STATE	ADDRESS	CONTACT PERSON	TELEPHONE NUMBER	E-MAIL ADDRESS
1	Head office				
2					
3					

Template III: Sales per distribution channel (VALUE). Note: Please indicate other channels where applicable

S/N	STATE	RETAIL TRANSACTIONS ₦	WEB SALES ₦	SMS SALES ₦	OTHERS ₦	CUMMULATIVE SALES ₦
1	National (Total)					
2						
3						

Template IV: Sales presentation Per Distribution Channel (TRANSACTION VOLUME/ TICKETS)

S/N	STATE	RETAIL VOLUME	WEB VOLUME	SMS VOLUME	OTHERS	CUMMULATIVE TRANSACTION VOLUME
1	National (Total)					
2						

Template V: Sales presentation by States (Volume, Value and Payout)

S/N	STATE	TRANSACTION VOLUME	TRANSACTION VALUE (₦)	%	WINNINGS (₦)	%	VARIANCE (SALES VALUE/WINNINGS)
1	National/Total			100%		100%	
2							

Template VI: Player preference& Event popularity

S/N	GAME	VOLUME	VALUE	WINNINGS
	*Soccer			
	*Virtual			
	*Tennis			
	*Live play			
	*Tennis			

Template VII: Agency/ Retail network Note: Status includes active, inactive or new agents

SN	NAME OF AGENT	STATE	ADDRESS	PHONE NUMBER	EMAIL	AGENCY ID	STATUS
1							
2							

Template VIII: Dispute Resolution(s) Note: Status includes active, Resolved or Unresolved

SN	NAME OF COMPLAINANT	STATE	ADDRESS	PHONE NUMBER	COMPLAINANT EMAIL	AGENCY ID	DETAILS OF COMPLAINT	STATUS
1								
2								