



national lottery
regulatory commission

MONTHLY OPERATIONS REPORT

**SPORTS BETTING PERMIT:
MONTHLY OPERATIONAL REPORT**

REPORTING GUIDELINES

- The permit holder is mandated to 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 permit holder for the period (Month) under review.
- The report must be signed by a reporting officer appointed by the permit holder.
- The monthly report must be submitted in physical and electronic (soft) copy on or before the **10th day of the succeeding month**.
- Plain sheets should be used for additional information, and attached.
- Soft copy should be sent to reports@nlrc.gov.ng while the physical copy should be delivered to “Office of the Director-General, National Lottery Regulatory Commission at the Head Office in Abuja”. And attention the relevant department or unit.
- All evidence of payment should be forwarded to remittances@nlrc.gov.ng

REPORTING REQUIREMENTS

1. Company Overview

- a. Company Name and Trade Name
- b. Current operational Address
- c. Date of issuance of Permit and Permit reference number.
- d. Reporting period (Month & Year)
- e. Reporting Officers name, designation, contact details and signature.

2. Business and Management Information

- a. Key personnel (it is required that any change in personnel is reported):
 - CEO, CFO, CTO, COO, Accounting Officer, Compliance Manager, Regional Manager, Agency Manager etc.
 - Details to be provided include names, designation, Length of service at present position, years of 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 office 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 games (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:

- Total volume of bets for the month
- Volume per distribution channel (retail, web, mobile, others).
- Volume from sport events, virtual, land, other games
- Volume of bets per State of the federation.
- Details of stake per slip above N250,000 (Two Hundred and fifty Thousand Naira).

c. Prize payout and prize fund (where applicable):

- Total Prize fund for the month
- Total Prize/winning payout for the month
- Report on payouts above N5,000,000 per stake with ticket Identification.
- 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:

- Number of direct employees in your organization for the month
- Number of indirect employees (contract, influencers, etc.) engaged for the month
- Number of agents and their employees on your platform for the month

4. Distribution network

- a.** Indicate Distribution channels -Web, USSD, SMS, Agency network, Retail, etc.
- b.** Provide details of domain name, USSD, SMS and 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 agent/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 procedure in place to address petition and complaints
- Suspicious Transactions Report

b. Responsible Gaming policy Report:

- Report of incidence of suspected addiction
- Report on self – exclusion incidence within the month
- Report on time/spend limit incidence within the month
- Helplines provided for counselling

- Number of Addiction cases handled within the month

c. Industry Overview:

- Operational 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 in the terms and Conditions as approved by the Commission within the reporting period.

6. Financial Reporting

a. Management financial report indicating:

- Income statement for the month.
- Detail Payout(s).
- Total Payout(s)(WINNING)
- Gross operating revenue (GROSS REVENUE).
- Distribution of proceeds:
 - One percent (1%) of gross proceeds to National Lottery Regulatory Commission
 - Two percent (2%) of 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
 - Total wage bill for the month

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.

g. AML/CFT incidence for the reporting period

7. Technical Reporting

a. Any upgrade(s), modification(s) or change(s) in software(s), platform(s), hardware and technical service provider(s) submitted to the Commission.

b. Any modification(s) and or amendment(s) to existing Service Level Agreement(s)(SLAs) with service providers.

8. Dispute Resolution(s) Template VIII:

a. Total number of complaints received in the reporting month

b. Types of complaints for the period

c. Total number of resolved complaints for the period

d. Total number of unresolved complaints from previous month

Template I: Key Personnel

| | NAME | DESIGNATION | LENGTH OF SERVICE AT PRESENT JOB | PHONE NUMBER | EMAIL ADDRESS | YEARS OF 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. Kindly sum up the entries.

| 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) Kindly sum up the entries.

| 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 Remittance).NOTE: that remittances is on gross.

| S/N | STATE | TRANSACTION VOLUME | TRANSACTION VALUE (₦) | 1% OF TRANSACTION VALUE (NLRC) | 2% OF TRANSACTION VALUE (NLTF) |
|-----|----------------|--------------------|-----------------------|--------------------------------|--------------------------------|
| 1 | National/Total | | | | |
| 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 COMPLAINANT | STATUS |
|----|---------------------|-------|---------|--------------|-------------------|-----------|------------------------|--------|
| 1 | | | | | | | | |
| 2 | | | | | | | | |

Template IX: Incident Report

| S/N | Incident Tag No | Incident Type | Incident Description | Business Impact | Root Cause | Incident Date | Incident Status |
|-----|-----------------|---------------|----------------------|-----------------|------------|---------------|-----------------|
| | | | | | | | |
| | | | | | | | |

VA Report(7 Day Return)

| S/N | Staker ID | Staker email | Staker Wallet Inflow Date | Wallet Inflow Amount | Source Bank & Account No | Destination Bank & Account No | Return Date |
|-----|-----------|--------------|---------------------------|----------------------|--------------------------|-------------------------------|-------------|
| | | | | | | | |
| | | | | | | | |

