

NOTICE TO OPERATORS

PENDING WAGERS GUIDANCE

Operators:

In light of several recent sports leagues suspending, postponing, or cancelling their seasons/games/events, the Division has received multiple inquiries from operators seeking guidance on how to treat open wagers on these events, pursuant to N.J.A.C. 13:69N-1.11. As an initial matter, each book should be guided by the language in its house rules which covers many of these situations for the voiding or cancelling of wagers.

However, the Division is also cognizant that there is significant ambiguity with the sports calendar as well as unclear house rules and wants to provide the following guidance:

1. If a wager has mathematically won or lost but the season/event has not been completed, you should grade the bet. For instance, if you have Team X to win over 35 games and it has already done so, you can pay out those bets. If a Team has already clinched a division title, you can pay out that bet and grade all the rest as losers.
2. All single game wagers on events that have been cancelled can be voided pursuant to your house rules or N.J.A.C. 13:69N-1.11. For instance, all wagers on the 2020 NCAA Basketball tournament should be voided.
3. For single game wagers on events that have been postponed or futures bets on leagues that have temporarily suspended their season, a sportsbook can choose to void the wager(s) if house rules permit it. If house rules do not permit voiding wagers on postponed events, operators shall wait 30 days to ascertain whether the event will be rescheduled and the Division will provide further guidance at the expiration of the 30 days.
4. For all parlays, if an open leg is cancelled and your house rules are silent on treatment of this situation, you should pay out the parlay at the adjusted odds when the open event(s) are removed.

Nothing in the above guidance precludes sports book operators from comping affected players.

For all affected wagers, if the wager was made via your mobile application, customers should be informed by email of your decision. If the wager was made at your retail facility, if you know who the customer is, you should send the customer a letter or email with your decision. Both mobile and retail operators are required to post a notice on your site with the relevant house rules and decisions. Finally, pursuant to N.J.A.C. 13:69D-3.1(f), customers have one year to redeem all winning tickets. That time period shall be tolled for the duration that your retail sportsbook is closed, should that occur.

Please contact me if you have any specific questions.

Sincerely,

Michael J. Golub
Deputy Attorney General
Division of Gaming Enforcement