

# *Remote Gambling Research*

## Research update

*Strictly private  
and confidential*

9 December 2015



## RGT's overall research aim

*“...inform **practical applications of harm minimisation for remote gambling operators serving British consumers**”*



## Three phases of work

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### *Phase I*

- *Literature review*
- *Operator consultation*

### *Phase II*

- *Customer survey*
- *Behavioural data analysis*

### *Phase III*

- *Intervention development*
  - *Testing*
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## Phase 1

### Literature review

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*Markers of problem gambling*

**01**

*Effective interventions*

**02**

*Industry tools for detecting 'at-risk' customers*

**03**

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# Phase 1

## Operator discussions

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## Phase 1

### Operator discussions

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*Organisational approach*

**01**

*Tool development*

**02**

*Behaviours monitored*

**03**

*Behavioural analysis*

**04**

*Customer protection tools*

**05**

*Willingness to participate further*

**06**