



*State of New Jersey*

DEPARTMENT OF LAW AND PUBLIC SAFETY  
DIVISION OF GAMING ENFORCEMENT  
1300 ATLANTIC AVENUE  
ATLANTIC CITY, NJ 08401

MIKIE SHERRILL  
*Governor*

DR. DALE G. CALDWELL  
*Lt. Governor*

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*Attorney General*

MARY JO FLAHERTY  
*Interim Director*

August 5, 2026

Lisa Rankin, Director of Compliance  
Caesars Sportsbook  
6325 S. Rainbow Ste. 100  
Las Vegas, NV 89118

Re: Action in Lieu of Complaint- Responsible Gaming Matters

Dear Lisa Rankin,

The Division of Gaming Enforcement ("Division") brings this Action in Lieu of Complaint against Caesars Sportsbook concerning noncompliance with *N.J.A.C. 13:69C-14.2(b)*, *N.J.A.C. 13:69C-14.2(c)*, *N.J.A.C. 13:69G-2.2*, *N.J.A.C. 13:69G-2.3*, and *N.J.A.C. 13:69G-2.4*. Caesars Sportsbook failed to comply with those regulations by displaying signage that did not contain the appropriate language in accordance with regulations, by not sending the Division the daily self-exclusion list, by offering a permanent self-exclusion option through its platform, and by permitting self-excluded patrons the opportunity to wager through other platforms.

*N.J.A.C. 13:69C-14.2(b)* and (c) require on-site casino advertising to display specific responsible gaming messages. More specifically, the advertising display must contain the messages, "Bet With Your Head, Not Over It", or some comparable language approved by the Division and "gambling problem" and "call 1-800-GAMBLER" to appear legibly.

*N.J.A.C. 13:69G-2.2* establishes the procedures for requesting placement on New Jersey's self-exclusion and Internet self-exclusion lists, including the requirement that applicants select a self-exclusion term of one year, five years, or lifetime. For Internet self-exclusion, one-year and five-year requests may be completed online, while lifetime self-exclusion requests must be made in person at a location designated by the Division.

Additionally, *N.J.A.C. 13:69G-2.3* and *N.J.A.C. 13:69G-2.4* require New Jersey gaming operators to promptly update their systems once an individual is placed on the New Jersey Self-Exclusion list. More specifically, upon receipt of the Self-Exclusion list, operators must identify self-excluded individuals, prevent them from wagering or accessing wagering services, and close or restrict their gaming accounts to ensure compliance.

Caesars Sportsbook's errors prevented its system from functioning as intended, and as a result, responsible gaming matters were not identified or acted upon appropriately and in a timely manner, indicating a failure to maintain the safeguards necessary to ensure the integrity and proper functioning



of systems. Based upon these incidents, Caesars Sportsbook failed to comply with *N.J.A.C. 13:69C-14.2(b)*, *N.J.A.C. 13:69C-14.2(c)*, *N.J.A.C. 13:69G-2.2*, *N.J.A.C. 13:69G-2.3*, and *N.J.A.C. 13:69G-2.4*.

The Division therefore accepts the offer of Caesars Sportsbook to render a civil monetary penalty in the total amount of \$251,250. In addition, Caesars Sportsbook shall disgorge \$45,465.38, constituting funds which should not have been realized by Caesars Sportsbook. While the Division has agreed that it will not institute further regulatory action beyond this Action in Lieu of Complaint on the above-described matter, any additional violations of *N.J.A.C. 13:69C-14.2(b)*, *N.J.A.C. 13:69C-14.2(c)*, *N.J.A.C. 13:69G-2.2*, *N.J.A.C. 13:69G-2.3*, and *N.J.A.C. 13:69G-2.4*, no matter how de minimis, will result in further disciplinary action by the Division.

Sincerely,  
Mary Jo Flaherty  
Interim Director

By: *Louis S. Rogacki*

Deputy Director  
Louis S. Rogacki