

State of New Jersey  
 Government Records Request  
 Receipt

**Requestor Information**

Bradley Allen  
 LSR  
 55 Franche Court Road  
 Jersey City, NJ 07303

brad.allen@catenamedia.com  
 982-735-1735

Request Date: January 27, 2021  
 Maximum Authorized Cost: \$50.00  
 Email

Request Number: W168291  
 Request Status: Denied Closed  
 Ready Date:

Custodian Contact Information  
 Division of Gaming Enforcement  
 Records Custodian  
 PO Box 047  
 140 E Front Street  
 Trenton, NJ 08625-0047  
 records.dge@njdgc.org  
 609-633-7158

By Sara Ben-David

**Status of Your Request**

Your request for government records (# W168291) from the Division of Gaming Enforcement has been reviewed and has been Denied Closed. Detailed information as to the availability of the documents you requested appear below and on following pages as necessary.

The cost and any balance due for this request is shown to the right. Any balance due must be paid in full prior to the release / mailing of the documents.

If you have any questions related to the disposition of this request please contact the Custodian of Records for the Division of Gaming Enforcement. The contact information is in the column to the right. Please reference your request number in any contact or correspondence.

**Cost Information**

|                    |        |
|--------------------|--------|
| Total Cost:        | \$0.00 |
| Deposit:           | \$0.00 |
| Total Amount Paid: | \$0.00 |
| Balance Due:       | \$0.00 |

Document Detail

| Div  | Doc # | Doc Name  | Redaction Req | Pages | Legal Size | Electronic Media | Other Cost |
|--|-------|---|---------------|-------|------------|------------------|------------|
| GE   | 0001  | Email/phone correspondence from New Jersey citizens reporting issues to the DGE, as summarized in Advisory Bulletin 2021-01 | N             |       | N          | N                |            |
| Denial: 04.Exception by State Statute (specify) --- N.J.S.A. 5:12-74.1 and 05. Exception by State Regulation (specify) -- N.J.A.C. 13:69-4.2 |       |   |               |       |            |                  |            |

## Government Records Request

## Receipt

On January 27, 2021, you filed OPRA request # W168291 with the Department of Law and Public Safety, Division of Gaming Enforcement (DGE) for email or phone correspondence from New Jersey citizens reporting certain issues to the DGE. You specifically referred in your request to the following from DGE Director Advisory Bulletin 2021-01: "DGE has received patron complaints regarding the processing time for withdrawals from online gaming accounts" and "It has been reported by some patrons that they were even offered bonus money to reverse a pending withdrawal request." On February 4, 2021, the DGE requested an extension of time to respond to your OPRA request until February 12, 2021.

The DGE has reviewed your request and must deny it. Information and data which is required to be furnished to the Division or which is otherwise obtained by the Division is confidential pursuant to N.J.S.A. 5:12-74.1 (04 - Exception by State Statute) and N.J.A.C. 13:69-4.2 (05 - Exception by State Regulation). Furthermore, records that may reveal the identity of a citizen informant are confidential pursuant to N.J.A.C. 13:1E-3.2(a)2.

Finally, the DGE will not confirm whether a specific Internet gaming operator was the subject of a patron complaint where it has made no specific findings as to a particular operator's conduct and where disclosure may unfairly subject such operator to irreparable harm to its reputation and goodwill. See North Jersey Media Group Inc. v. Bergen County Prosecutor's Office, 447 N.J. Super. 182 (App. Div. 2016).

Sincerely,  
Sara Ben-David  
DGE Custodian of Records

Your request for government records (# W168291) is as follows:

The DGE issued Advisory Bulletin 2021-01 on 13 January. In this letter it said: "DGE has received patron complaints regarding the processing time for withdrawals from online gaming accounts" and: "It has been reported by some patrons that they were even offered bonus money to reverse a pending withdrawal request." May I request access to the email/phone correspondence from New Jersey citizens reporting those issues to the DGE? Thank you