

From: [REDACTED]

Sent: Friday, February 14, 2020 12:57 PM

To: [REDACTED]

Subject: BetIndex: Notes and actions from meeting 140220

Hi all

Following today's caseteam meeting see below summary notes and actions.

Meeting notes

Attendees VSH: [REDACTED]

Skype attendees: [REDACTED]

Group discussed the approach to meeting with the operator and identified the following areas of concern to be covered:

- 1) The product – what it is/how it works
- 2) Terms and conditions
- 3) Financial model
- 4) Advertising
- 5) Customer protection (SR)
- 6) AML

Question set to be collated and circulated for all to input.

Agreed best approach would be a Skype meeting (facilitated by Compliance) where operator to:

- a) Do a walk through of the product/customer journey from beginning to end
- b) Answer questions in areas of concern.

Attendees to include: Compliance, [REDACTED]

Group also discussed other action to be taken in preparation for the meeting. See actions below.

Actions

1. Follow up with FCA – we need to understand if FCA are interested or not interested and if not why not, get them to provide their view on why it is or isn't spread betting and clarify if this does/does not fall in their remit and action taking if any [REDACTED]
- 1) Legal advice re if this is spreadbetting [REDACTED]
- 2) Approach CMA to give us a view on the offering and potential breach of consumer regs. Agreed we would probably need to form our own view internally before approaching them [REDACTED]
- 3) Complaints – establish if the contact centre has received any complaints [REDACTED]
- 4) Complaints – establish if the CMA has received any complaints (TBC)
- 5) Website to be captured [REDACTED] [REDACTED]
- 6) Compliance to carry out a full website review [REDACTED]
- 7) Meeting with BetIndex – to get internal availability/BetIndex availability for appropriate skype meeting date [REDACTED]
- 8) Collate and circulate question set [REDACTED]

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