

**From:** [REDACTED]  
**To:** [REDACTED]  
**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses  
**Date:** 12 July 2021 07:40:45  
**Attachments:** [REDACTED]

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Thanks [REDACTED] – I've updated my queries note to resolve that one.

Kind regards

[REDACTED]

[REDACTED]

Gambling Commission  
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[REDACTED]

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**From:** [REDACTED]  
**Sent:** Monday, July 12, 2021 7:09 AM  
**To:** [REDACTED]  
[REDACTED]  
**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi, I think this is my mistake, I thought this folder was for the supporting documents for our responses to our questions.

**I have removed 21.1 – Betindex 2008 accounts, 22.2 – player protection spreadsheet and 28.1 to 28.7.**

Kind regards

[REDACTED]

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, July 9, 2021 5:18 PM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi,

Two further items for [REDACTED] – just for checking as could not tie to the items concerned:

**21.1 BetIndex Accounts 2018** – there is a duplicate reference here with the Key Event items at 21.

**28.1 to 28.7** – are these related to the FCA correspondence at Item 28? Again could not see the link to the original item request, but happy to be found wrong

Kind Regards

[REDACTED]

[REDACTED]  
[REDACTED]  
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[REDACTED]  
[REDACTED]

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**From:** [REDACTED]  
**Sent:** Friday, July 9, 2021 5:08 PM  
**To:** [REDACTED]  
[REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi, yes I think we just need [REDACTED] to check that he doesn't have anything else to add.

[REDACTED], links to docs that we are submitting for doc request: 44. A copy of any explanation provided by BetIndex in relation to mechanisms to prevent a mass sell-off [REDACTED]  
[REDACTED]

[REDACTED]

Regards

[REDACTED]

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**From:** [REDACTED]

**Sent:** Friday, July 9, 2021 4:56 PM

**To:** [REDACTED]

[REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

All

I think we are more or less there with dropping the docs into the folder.

A few final things:

1. [REDACTED] – we've got nil return for doc requests 18 and 36. Does this mean we can't find it/never had it/answered elsewhere or anything else?
2. [REDACTED] and all – [REDACTED] and I are sorting the numbering and ordering so don't worry about the numbering around doc request 10 that I flagged below
3. [REDACTED] or [REDACTED] – have you removed the duplicates of docs provided in

4. [REDACTED] – do we still need to do a final check with [REDACTED] about doc request 44?

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**From:** [REDACTED]

To: [REDACTED]

Cc: [REDACTED]

1. Doc request 14 – we have provided [REDACTED] as well as [REDACTED] and [REDACTED] Is this right?

No- there should be [REDACTED] and a word document which contains [REDACTED] and [REDACTED] (not those similarly numbered [REDACTED]. There is an explanatory note in the excel schedule which suggested the cover letter needs to explain this as the reference to [REDACTED] and [REDACTED] is an (understandable) error

11/11/2016

[REDACTED]

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[REDACTED]

[REDACTED]

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**From:** [REDACTED]

**Sent:** Friday, July 9, 2021 12:37 PM

**To:** [REDACTED]

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

**Importance:** High

All

[REDACTED] and I have just done the bundle check. Thanks everyone for what you've pulled together so far.

As at when we concluded, we still need to do the following:

1. Doc requests 2, 3, 4 and 9 – the documents provided for these requests are all in the wrong place but I think it's probably easiest if one person relocates them so I will do that
2. There are no documents provided in response to Doc requests 5,6,7 or 8. Can someone confirm if these are still to be provided or are a nil return?
3. Doc request 10 – the numbering convention is out on these. [REDACTED] – can you review and renumber or ask [REDACTED] to do this?
4. Doc request 14 – we have provided [REDACTED] as well as [REDACTED] and [REDACTED] Is this right?
5. Doc requests 18, 19 20 are missing. Who is providing these or are these a nil return?
6. Doc request 26 – the reviewers have asked for a doc dated 5/11/20 and we have provided one dated 5/2/21. Is this right?

- [REDACTED]  
[REDACTED]  
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Birmingham  
B2 4BP

[illegible]

**From:** [REDACTED]  
**Sent:** Friday, July 9, 2021 11:16 AM  
**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



[REDACTED]

Cc: [REDACTED]

**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

**Importance:** High

Hi all

We are about to run a check of the document bundle to make sure everything is there before [REDACTED] finalises and sends over the link to the review team.

Can you shout asap if you haven't yet added in what you need to?

[REDACTED]

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[REDACTED]

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**From:** [REDACTED]

**Sent:** Wednesday, July 7, 2021 9:27 AM

**To:** [REDACTED]

[REDACTED]

**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi

Correction! The templates for the responses can be accessed via this link [REDACTED]  
[REDACTED]

Could you please ensure that any documentation which supports the response is added to the above folder so that **all** documents relating to the questions are stored in the same folder.

Apologies for any for any inconvenience.

Many thanks  
[REDACTED]

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**From:** [REDACTED]

**Sent:** Tuesday, July 6, 2021 3:56 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

**Subject:** RE: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi

Please use the relevant template which can be found in this folder [REDACTED]  
[REDACTED]

Thanks  
[REDACTED]

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**From:** [REDACTED]

**Sent:** Tuesday, July 6, 2021 3:53 PM

**To:** [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
**Subject:** FW: BI independent reviewer - questions - suggestion on how we approach providing responses

Hi all

[REDACTED] has come up with a way for to organise the docs for the responses to the reviewers. [REDACTED] has agreed this so can everyone follow [REDACTED]

With regards to the questions doc, [REDACTED] has advised that Board Intelligence allows us to add links from a website but cannot link back to the server and any linked documents need to be saved somewhere that is accessible to the independent reviewer.

To convert the excel question doc to a pdf would require a lot of formatting and the text doesn't translate well from excel to pdf. There are also the additional supporting documents for some of the questions, and these will become appendices to the response(s).

So, although it's additional work, for navigability and the clearest & cleanest way to present, the best way forward is a separate document for each question, the response to the question and any supporting documentation.

[REDACTED] has therefore created 36 templates for the questions for everyone to complete. If you have already completed the excel spreadsheet with your answer, please copy and paste this over to the word template and then drop into the folder (link circulated yesterday).

Hope that makes sense?

Thanks,

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