

From: [Gambling Commission](#)
To: [REDACTED]
Subject: RM 10/09/2019 BetIndex [REDACTED] t [#40028E]
Date: 10 September 2019 12:56:53

Dear [REDACTED],

Thank you for contacting the Gambling Commission with regard to Football Index which operates under the licence of BetIndex Limited.

From your email I understand that you have concerns about the way in which Football Index is operating.

We welcome all feedback from consumers and your comments have been recorded on our systems against the operator.

The issues you have highlighted will be considered by the relevant teams within the Commission. As the Gambling Commission cannot resolve individual complaints, we are unable to provide updates on individual issues raised by consumers. This is in part because to do so could jeopardise our work in relation to compliance and enforcement with operators; and in part it is due to the volume of contact we receive. Where regulatory action is taken against an operator, this is published on our website [here](#).

We would like to take this opportunity to thank you for the time you have taken in raising your concerns. Information received from consumers helps us to identify issues within the industry.

Your correspondence reference number is [REDACTED]

To help us to continually improve our service, we would be grateful if you could complete our short online survey. Please click on the following link should you wish to complete the survey: <https://www.surveymonkey.co.uk/r/63RPKWN>

Yours sincerely

[REDACTED]
GAMBLING COMMISSION
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For information about how and why we use personal information and who to contact with any queries about this, please see our [privacy statement on our website](#).

[REDACTED]