From: Gambling Commission To

Subject: RM 10/09/2019 BetIndex t [#40028E]

Date: 10 September 2019 12:56:53

Dear

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

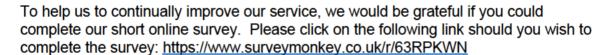
From your email I understand that you have concerns about the way in which Football Index is operating.

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



Yours sincerely

## GAMBLING COMMISSION

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