

From: [REDACTED]
To: [REDACTED]
Subject: FW: [REDACTED] replied to a comment in [REDACTED]
Date: 13 May 2021 16:38:31
Attachments: [REDACTED]

[REDACTED]
Gambling Commission
Victoria Square House
Victoria Square
Birmingham B2 4BP

[REDACTED]
www.gamblingcommission.gov.uk

From: [REDACTED]
Sent: Thursday, May 13, 2021 11:27 AM
To: [REDACTED]
Subject: RE: [REDACTED] replied to a comment in [REDACTED]
approach"

Hi [REDACTED]

The headlines around consumers losing £90m.... are based on stakes used to buy shares – not the amount of dividends that may be payable in the future or amounts left in wallets. Social media comments also support this. The below is taken from our won media summary today – the bits emphasised in bold relate to stakes used to buy shares. I do feel it's important that we remember this isn't like the collapse of other bookmakers whereby only a very small % of open bets existed. With FI [REDACTED], the vast majority of customers had open bets and the amounts staked in those open bets will typically dwarf the amounts left on balance/in wallets. And that explains why the media talk about punters losing £90m (stakes) rather than the c. £3.5m of customer funds.

@ [REDACTED] – Even if we were refunded net deposits from #FootballIndex we would still have been robbed of future dividends, **resale value**, plus time spent researching etc. Money back is the least they can do. We are just asking for what's ours @GamRegGB

@ [REDACTED] – Everyone needs to be hammering @GamRegGB they licenced #FootballIndex. If you can't honour the 3 year bet then you have to **void and return stakes?** It's literally what the GC stand for! Anything else is theft.

Thanks

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[REDACTED]

[REDACTED]

[REDACTED]