



Date: 23 April 2026

For: All Licensees
All Gaming System Administrators
All Gaming Venue Operators
All Gaming Affiliates
All Support Service Providers
All Concerned Entities

Re: PAGCOR Responsible Gaming Advisory — Compliance Reminders

We are writing to bring to your attention a regulatory issuance from the Philippine Amusement and Gaming Corporation (PAGCOR), I-Gaming Licensing and Regulation Group — Gaming Licensing Development Department (GLDD) and Electronic Gaming Licensing Department (EGLD), dated April 20, 2026. Please review the highlights below and take the necessary compliance actions.

RESPONSIBLE GAMING ADVISORY | April 20, 2026

Signed by AVP Ma. Vina Claudette P. Oca (GLDD) and OIC Jessa Mariz R. Fernandez (EGLD)

In line with regulatory requirements and to uphold the integrity of gaming operations, all concerned parties are reminded of the following:

Key reminders:

- **Regular monitoring of the National Database of Restricted Persons (NDRP):** Ensure regular monitoring of the NDRP and maintain synchronization of internal systems with its latest exclusion updates.
- **Confidentiality of NDRP data:** NDRP data must remain confidential and accessible by authorized users only.
- **Strict enforcement of Know Your Customer (KYC) protocols:** All concerned parties are reminded to strictly enforce KYC protocols across gaming operations.

We strongly encourage all concerned parties to review this issuance carefully and ensure full compliance with the above requirements. Should you require assistance in interpreting this advisory or in assessing your organization's compliance posture, please do not hesitate to reach out to our team.

For your information, guidance, and strict compliance.

Sincerely,

Arden Consult

Regulatory Affairs Team



MEMORANDUM

April 20, 2026

TO : ALL LICENSEES, GAMING SYSTEM ADMINISTRATORS,
GAMING VENUE OPERATORS, AND OTHER CONCERNED
PARTIES

FROM : THE ASSISTANT VICE PRESIDENT
Gaming Licensing Development Department

THE OFFICER-IN-CHARGE
Electronic Gaming Licensing Department

SUBJECT : RESPONSIBLE GAMING ADVISORY

In line with regulatory requirements and to uphold the integrity of gaming operations, all concerned parties are reminded of the following:

1. To ensure regular monitoring of the National Database of Restricted Persons (NDRP) and maintain synchronization of internal systems with its latest exclusion updates;
2. Confidentiality of NDRP data, and access by authorized users only; and
3. To strictly enforce Know Your Customer (KYC) protocols.

We look forward to your full cooperation.

Thank you.


MA. VINA CLAUDETTE P. OCA


JESSA MARIZ R. FERNANDEZ

cc: The Senior Vice President, LBO-LRG