

Online gambling Consumer enforcement case

Case information

21 October 2016: The launch of this investigation follows concerns raised by the Gambling Commission about potential breaches of consumer law in the online gambling industry. The CMA has conducted an initial review of complaints information and a number of gambling firms' promotions and terms and conditions. We are now launching an investigation to determine whether we should exercise our consumer protection powers to tackle unfair or misleading behaviour in the industry.

- Press release: [CMA launches investigation into online gambling](#) (21.10.16)

We are especially concerned that players may be losing out as a result of:

- Being locked into complex and strict requirements linked to gaming promotions that are difficult to understand and may be unachievable.
- Companies having a wide discretion to cancel bets or alter odds after bets have been accepted, because they made a mistake when the odds were first set.
- Terms restricting players' ability to challenge a company's decision.

See our press release above for a full list of our concerns.

The investigation is part of a joint programme of work with the Gambling Commission, to tackle issues around fairness and transparency in the gambling industry. We expect to provide an update in early 2017.