INDUSTRY NOTIFICATION 07/2026–2027

PUBLIC AWARENESS OF ILLEGAL ONLINE GAMBLING

The Western Cape Gambling and Racing Board ("the Board"), in collaboration with the South African Bookmakers' Association (SABA), has developed an Illegal Online Gambling Awareness Pamphlet as part of its ongoing consumer protection and public awareness initiatives.

The pamphlet has been designed to assist members of the public in identifying potentially illegal online gambling services and to encourage consumers to verify whether an operator is appropriately licensed before engaging in gambling activities. The initiative forms part of the Board's broader efforts to promote informed consumer decision-making, support responsible gambling, and raise awareness of the risks associated with illegal gambling platforms.

The awareness material provides practical information to consumers on:

- How to identify whether an online gambling operator is appropriately licensed in South Africa.
- The importance of verifying licensing information through official regulatory channels.
- Common indicators that should prompt additional caution when engaging with online gambling platforms.
- The reporting channels available for suspected illegal gambling activities.
- Responsible gambling support resources available to the public.

The Board will distribute the pamphlet through its public awareness programmes, stakeholder engagements, community outreach initiatives and law enforcement partnerships. The campaign will be officially launched on 25 November 2026.

Support Requested from Licence Holders and Stakeholders

The Board requests the assistance of all licence holders and stakeholders in extending the reach of this consumer awareness initiative by:

- Publishing the attached pamphlet on their websites in a visible and accessible location.
- Sharing the pamphlet through appropriate digital communication platforms and consumer awareness channels.
- Displaying the pamphlet at customer-facing premises where appropriate.
  Directing members of the public who make enquiries regarding illegal online gambling to the relevant regulatory and responsible gambling support resources.

The Board believes that a collaborative approach between regulators, industry stakeholders and law enforcement agencies will significantly enhance the reach and effectiveness of this awareness campaign and contribute to a safer, more informed gambling environment.

The Board appreciates the continued support and cooperation of licence holders in promoting consumer protection, responsible gambling and regulatory compliance within the Western Cape.

25 November 2026