



- not restricting customer accounts following source of funds (SoF) requests
- allowing customers to register third-party debit cards (such as those in a different name to the customer) to their account
- relying too heavily on ineffective threshold triggers and generally lacking information regarding how much a customer should be allowed to spend based on income, wealth or any other risk factors.

Helen Venn, Commission Executive Director, said: “This case, like other recent enforcement action, was the result of planned compliance activity. All operators should be very aware that we will not hesitate to take firm action against those who fail to meet the high standards we expect for consumers in Britain.”

Read EU Lotto’s full penalty on the [Commission's regulatory sanctions register](#). (</public-register/business/detail/actions/38991>)

## Note to editors

1. Journalists can contact our press office on 0121 230 6700 or email:  
[communications@gamblingcommission.gov.uk](mailto:communications@gamblingcommission.gov.uk)  
(Link:  
<mailto:communications@gamblingcommission.gov.uk>)

For all media enquiries, please contact the [Gambling Commission press office](#) (</contact-us/guide/journalists-and-researchers>).

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