

Environmental, Social and Ethical Risk



NatWest
Group

Gambling

Risk Acceptance Criteria



Gambling Sector

We recognise that the activities of our customers can have environmental, social and ethical (ESE) impacts – including polluting activities and the potential for human rights infringements. ESE risk forms part of NatWest Group’s overall Reputational Risk Policy and requires enhanced due diligence to be performed for certain customer relationships, transactions, activities and projects. To manage these risks, we have developed Risk Acceptance Criteria for sectors which present heightened ESE risk and define the level of ESE risk the bank is prepared to accept.

Scope

The ESE Risk Framework applies to all legal entities within the Group for the onboarding of non-personal customers (including, but not limited to, for the purposes of providing lending or loan underwriting services).

Context

As a purpose-led bank we champion potential, helping people, families and businesses to thrive. NWG only supports responsible gambling. We recognise that gambling is considered to be a leisure activity for many people, however we also recognise that it can be associated with addiction and other harmful outcomes for a minority.

We consider customer relationships carefully and will only do business with companies who are committed to the highest level of customer care and place safer gambling at the forefront of their operations and strategy. We expect them to achieve, or be working towards achieving the GamCare Safer Gambling Standard Advanced Level 2 accreditation by the end of 2024.

We are also committed to supporting our customers. We offer a gambling blocking feature via our mobile app which allows customers to self-exclude and lock their card so that it can’t be used on gambling sites. We have partnered with the Money Advice Trust to provide training to specialist colleagues on vulnerabilities, including gambling addiction.

NWG works with UK gambling charity, GamCare, to enable them to provide one to one support using NatWest branches for private consultations and to provide a range of talking therapies. We have a dedicated Customer Protection Team which connects customers affected by gambling-related harm with expert support via our GamCare partnership.

This document summarises our ESE Risk Acceptance Criteria for the Gambling sector.

Prohibited

- Customers who have not achieved, or not are working towards achieving the GamCare Safer Gambling Standard Advanced Level 2 by the end of 2024.
- The provision of banking services to any gambling company operating in jurisdictions where gambling is not legal.
- Online Gambling Operators who are not in scope of the United Kingdom or Republic of Ireland licensing regimes (including Alderney or Gibraltar).
- Unlicensed operators where a licence is required.
- Junket Operators.
- Evidence of serious breaches of regulations or licence conditions including financial crime and

social responsibility clauses.

Restricted

- Beneficial Owners/Company Directors of Online Gambling Operators or land-based casinos where the underlying gambling operator is undertaking prohibited activity, subject to investigations or is the subject of adverse media.
- Professional gamblers who are subject of on-going investigation or adverse press.
- Provision of banking services to companies / entities operating North American Tribal Gaming
- Introducers to gambling websites (currently exempt from the Gambling Commissions licensing scheme) should have or be working towards achieving social responsibility accreditation such as GamCare or other industry equivalent where it exists.
- Land-based casinos undertaking Money Service Business activity

Normal

- Provision of banking services to gambling operators where none of the above applies and no material issues have been identified during the annual review process.