



AMENDMENTS TO THE REGULATIONS ON SPECIAL CLASS OF BPO

The following are the revision and addendum to Regulation 5 of the Offshore Gaming Regulatory Manual, to wit:

Section 6. Special Class of BPO

Special Class of BPO refers to entities that are servicing legitimately licensed gaming operators abroad and do not in any way handle betting but purely product marketing and customer relations and are not servicing any of PAGCOR offshore gaming Licensees and have at least ninety percent (90%) Filipino workforce.

A. Qualifications

1. Must be duly registered with the Securities and Exchange Commission;
2. Must be of good repute, considering character, honesty and integrity;
3. Must not be associated with any person who is not of good repute considering character, honesty, and integrity or has undesirable or unsatisfactory financial resources;
4. Must have a good financial standing and satisfactory corporate structure;

B. Requirements

1. Documentary requirements
 - a. Letter of Intent addressed to the Chairman and CEO of PAGCOR;
 - b. Duly accomplished and notarized application form;
 - c. Securities and Exchange Commission (SEC) registration;
 - d. Latest General Information Sheet (GIS);
 - e. Articles of Incorporation (AOI) and By-laws duly stamped and received by the SEC;
 - f. Authorized Capital Stock of at least Ten Million Pesos (Php10,000,000.00), with a Paid-up Capital Stock of at least Two Million Pesos (Php2,000,000.00);
 - g. Company Profile;
 - h. Organizational Chart indicating person occupying the position;
 - i. Business Plan;
 - j. Duly notarized Service Agreement with licensed gaming operator abroad;
 - k. Duly accomplished and notarized Personal Disclosure Sheet (PDS) of ALL officers of the corporation;
 - l. Proof of payment of the Application Fee; and
 - m. Bureau of Internal Revenue (BIR) Registration.

C. Locational Requirements

- a. Operating site must not be within a residential area, or any area restricted by the OGLD;
- b. LONO issued by the LGU where its operations will be conducted.

D. Authorized Acts

Provide BPO services to licensed gaming operators abroad such as:

- a. Call centers;
- b. Hotline for complaints;
- c. Player registration and assistance;
- d. VIP services;
- e. Player rewards;
- f. Product marketing and promotions; and
- g. Fraud detection.

E. Prohibited Acts

- a. Must not handle bets or payouts;
- b. Must not directly engage in gambling activities;
- c. Must only service duly licensed gaming operators abroad;
- d. Must not service any of PAGCOR's offshore gaming Licensees.

F. Additional Requirements

1. Business permits to operate in the Philippines;
2. Complete roster of employees showing ninety percent (90%) Filipino workforce;
3. License of the gaming operator issued in the gaming jurisdiction where they are located which must be duly apostilled/ certified/ duly consularized by the Department of Foreign Affairs (DFA); and
4. Undertaking that they will not:
 - a. Handle bets or payouts
 - b. Engage directly in gambling activities; and
 - c. Engage in illegal activities.

G. Accreditation of SCBPO with Multiple Licensed Gaming Operators Abroad

An SCBPO may be allowed to service multiple licensed operators abroad provided that:

- a. An SCBPO will only be allowed to service a maximum of five (5) licensed operators abroad;
- b. An Application Fee of \$100,000.00 per year shall be applied for each licensed operator abroad;
- c. Renewal Fee shall be \$100,000.00 per year for each licensed operator abroad;
- d. Collection of monthly Administrative Fee in the amount of \$10,000.00; and
- e. A letter of consent must be obtained from each operator allowing the SCBPO to render service for them.

All regulations which are inconsistent with Sec. 6, Regulation 5 of the Offshore Gaming Regulatory Manual are deemed repealed or modified accordingly.