

## 24 NCAC 06A .0714 SUSPENSION AND RESTORATION OF WAGERING ACCOUNTS

- (a) An Operator shall place a Wagering Account into a suspended mode:
- (1) when a Registered Player requests a break from Wagering for a specified period, which shall not be less than 72 hours;
  - (2) when required by the Commission or Director;
  - (3) if the Operator determines it lacks sufficient information to verify the age and eligibility of the Registered Player;
  - (4) on a determination by an Operator that a Registered Player:
    - (A) has provided false or misleading information in connection with the opening of the Account or has engaged in Event Corruption, collusion, cheating or other unlawful conduct;
    - (B) is or has been barred from placing Wagers in the State;
    - (C) is or has otherwise become an Ineligible Person; or
    - (D) is deceased or incapacitated;
  - (5) when initiated by an Operator that has evidence that indicates:
    - (A) illegal activity including providing false or misleading information in connection with the opening of the Account, or engaging in collusion, cheating, or other unlawful conduct;
    - (B) a negative Wagering Account balance; or
    - (C) a violation of the terms and conditions has taken place on a Player's Wagering Account;  
or
  - (6) for another non-discriminatory reason at the sole discretion of the Operator, so long as the reason is not based on a Registered Player's race, color, religion, national origin, age, sex, sexual orientation, gender identity, veteran status, disability, or other lawfully protected characteristic under federal, State, or local law.
- (b) When a Wagering Account is in a suspended mode, the Operator shall:
- (1) prevent the Registered Player from placing Wagers;
  - (2) prevent the Registered Player from depositing funds unless the Account is suspended due to having a negative Wagering Account balance, but only to the extent the Account balance is brought back to zero dollars;
  - (3) prevent the Registered Player from withdrawing funds from their Account, unless the Operator acknowledges that the funds have cleared, and that the reasons for Suspension would not prohibit a withdrawal;
  - (4) prevent the Registered Player from making changes to their Account;
  - (5) prevent the removal of the Account; and
  - (6) prominently display to the Registered Player that the Account is in a suspended mode, the restrictions placed on the Account, and further course of action needed to remove the suspended mode.
- (c) A Wagering Account in a suspended mode may be restored:
- (1) upon completion of the break from Wagering established by the Registered Player;
  - (2) if authorized by the Director;
  - (3) when the Registered Player is no longer an Ineligible Person; or
  - (4) when the Operator has lifted the suspended status.
- (d) In the event of termination of the Wagering Account in accordance with this Rule, the Registered Player shall be provided a timely ability to access and withdraw funds remaining in the Wagering Account, if the Operator acknowledges that the funds have cleared and that the reasons for termination would not prohibit a withdrawal.

*History Note: Authority G.S. 18C-114(a)(14);  
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