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Melanie Porter OCTOBER 18, 2023 3 MIN READ

Austrian Lotteries Criticized for Age Verification Failure

A player protection organization in Austria has criticized Austrian Lotteries for failing to use proper age verification procedures in three out of nine federal states checked by them



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The **2019-founded Austrian Players' Aid Association**, also known as the **Spielerhilfe Association**, has recently slammed **Austrian Lotteries** for allegedly **allowing underaged players to buy instant win products**.

No Age Controls in Place

According to the association aimed at advocating for better player



purchases had no problem buying the respective products, in spite of being **aged between 12 and 14**.

The Spielerhilfe, therefore, slammed Austrian Lotteries for **failing to perform the necessary age verification procedures** during the purchases.

Starting **July 10, 2023**, Austrian Lotteries has imposed an **age limit of 18**, abolishing the previous age limit of 16 for purchasing lottery tickets and other products.

In the past years, the legal age of gambling has represented a controversial topic in many parts of the world. In **March 2022**, some of **Michigan's casino properties** decided to lower their gambling age to 18 from 21.

Spielerhilfe Carried 175 Test Purchases in Three Federal States

Austrian Lotteries, which features **Allwyn-owned Casinos Austria** as the major shareholder, has allegedly sold the instant win products to minors in the federal states of **Salzburg, Upper Austria**, and **Lower Austria** where Spielerhilfe carried **175 test purchases** throughout the current year.

The children part of the testing were sent to buy scratch cards and other lottery products sold by Austrian Lotteries' retail outlets. The action was used as a means of verifying their compliance with the regulations in the industry.

Spielerhilfe's chairman and spokesperson, Christoph Holubar, commented that Austrian Lotteries "apparently has big problems



purchases initiated by children, they were given the green light to buy the products.

Holubar also mentioned the example of the **Salzburg branch** of Austrian Lotteries whose retail outlets served clients over the age of 16, in spite of the existence of the **2019 Salzburg Youth Act** which banned individuals under the age of 18 from taking part in games of chance.

The chairman commented that the lotteries' actions ignored the federal state's "legal situation." He further explained that the company "apparently risked that its contractual partners would continually violate applicable laws" while committing administrative offenses.

So far, Spielerhilfe has referred **34 violations of responsible gaming regulations** to the authorities in Salzburg.

At the start of September, Premier Lotteries Ireland was [fined \\$160,000](#) for breaching its licensing conditions regarding self-exclusion. At the time, **Carol Boate**, the **chief of the Irish lottery regulator** that imposed the fine, also emphasized the need for robust measures that would eradicate underage gambling and lower the risk of problem gambling.

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After finishing her master's in publishing and writing, Melanie began her career as an online editor for a large gaming blog and has now transitioned over towards the iGaming industry. She helps to ensure that our news pieces are written to the highest standard possible under the

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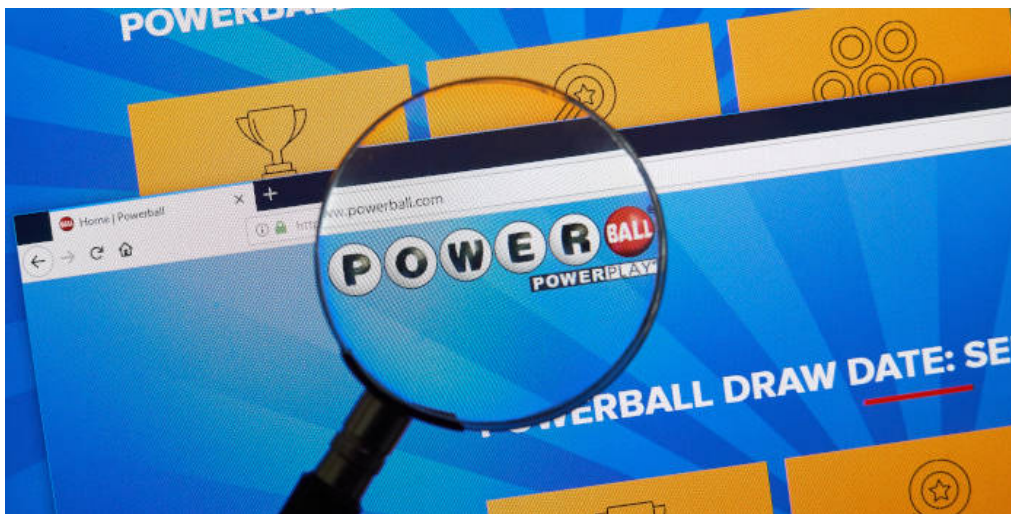
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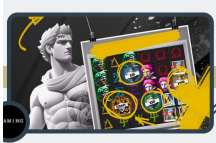


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