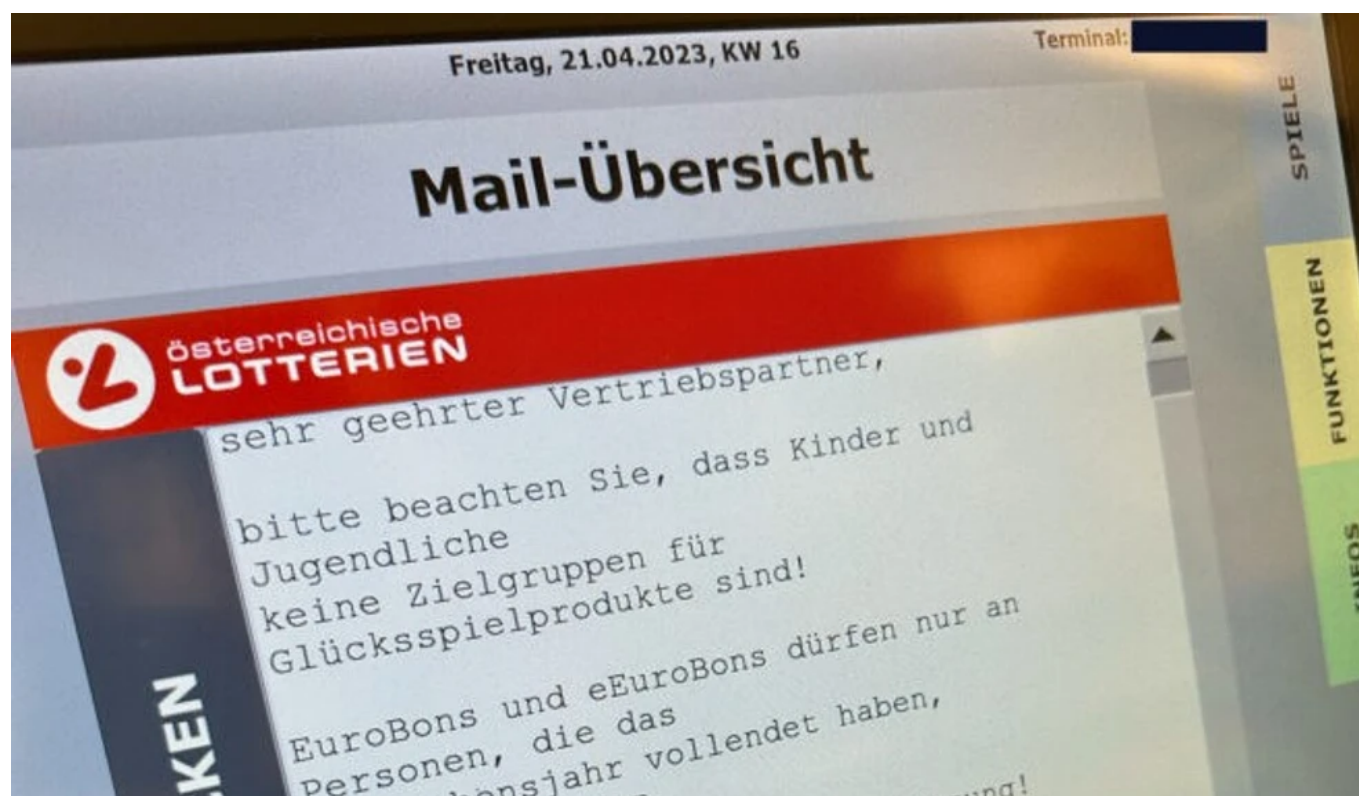


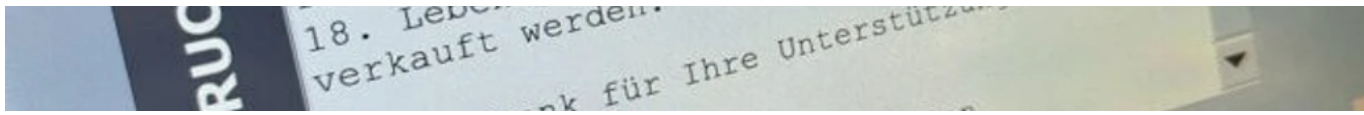
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# Austrian Lotteries slammed for alleged youth protection failures

18th October 2023 | By Zak Thomas-Akoo

The **Spielerhilfe Association** – an Austrian player protection body – said 55% of children involved in its test purchases were able to purchase instant win products with no age checks.





Austrian Lotteries, in which Allwyn-owned Casinos Austria is the major shareholder, is alleged to have serious failings with its age verification processes.

Spielerhilfe said it carried out 175 test purchases of lottery products in 2023 in the federal states of Lower Austria, Upper Austria and Salzburg.

This involved test buyers, who were children aged between 12 and 14, being sent to purchase instant win products such as scratchcards from Austrian Lotteries retail outlets. Spielerhilfe said it did this to check the business' compliance with the law.

Of these checks, 55% saw no age verification at all. The association said this is despite Austrian Lotteries' age limit of 16, which [rose to 18 after 10 July 2023](#).

“The protection of minors is still not guaranteed,” said Christoph Holubar, chairman and spokesman for Spielerhilfe. “In more than half of all test purchases, children were able to purchase Austrian Lottery products, even though they are only available to those aged 18 and over.

“The company apparently has big problems controlling its sales partners.”

## Salzburg Austrian Lotteries retail outlets serving over-16s

The 2019 Salzburg Youth Act barred under-18s from participating in games of chance. Despite this, Spielerhilfe said many products were offered on sale to over-16s in Salzburg, in violation of the law.

“The lotteries ignored the legal situation in Salzburg and illegally sold their products to a target group that was too young through the sales outlets,” said Holubar.

“In doing so, the company apparently risked that its contractual partners would continually violate applicable laws and commit administrative offenses.”

The association added that it has so far referred 34 responsible gaming violations to the Salzburg authorities.

iGB has reached out to Allwyn for comment.

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