



CGA
Curaçao Gaming Authority

CGA Publishes Updated Portal Documentation Suite

20th January 2026

The Curaçao Gaming Authority (CGA) has added functionality to the Online Portal and has published a set of updated and new Regulatory Portal documents to support licensees in meeting their obligations under the *Landsverordening op de Kansspelen* (LOK) and to promote consistent, transparent, and accurate use of the CGA Portal.

The update comprises four complementary documents:

1. Online Portal User's Manual which has been updated to include Incident Reporting and Complaints Reporting Modules
2. Domain Management for Licensed Operators
3. Domain Management API Guidelines
4. Portal Roles and Access

The documents are all available for review and download on the CGA portal homepage.

<https://portal.cga.cw/>

Online Portal User Manual

The updated User Manual now includes two new sections.

Incident Reporting Module

The manual sets out licensee obligations under Article 5.10 of the LOK and explains the process for submitting qualifying incidents through the Portal. Licensees are reminded that incidents

falling within the scope of Article 5.10 must be reported without delay, and that reporting via the Portal is mandatory with immediate effect.

Player Complaint Reporting

In accordance with the Player Complaints policy published by the CGA on 18th June 2025, B2C operators are required to periodically report player complaints by status and category to the CGA. This section of the user manual provides instruction on this process within the portal.

Domain Management Manual and API Documentation

The newly published Domain Management manual provides detailed guidance on domain registration, verification, activation for license holders.

B2C Operators

- The requirement to register all player-facing domains used for licensed gaming services.
- How domain actions performed in the Portal are reflected on the operator's online certificate and CGA seal.
- Available domain structures for operators managing multiple domains under a single brand, including primary and secondary domains.
- To support operators using system-to-system integrations, the CGA has also published the Domains Management API Guidelines, which is referenced in the Domain Management Manual. This documentation sets out the technical specifications for permitted automated domain management actions.

B2B License Holders

B2B license holders are advised that domain management for B2B activities differs from that applicable to B2C, player-facing domains. A B2B license holder is permitted to display the Blue CGA authorisation seal on its corporate, which must correspond to the corporate website entered in the Organisation Details section of the Portal.

B2B license holders are reminded that the display of a digital seal on a corporate website does not entitle them to offer or operate player-facing gambling activities. Player-facing activities require a separate B2C licence and associated domain authorisation.

CGA Seal

The document also notes the updated digital seal types, and the conditions under which each may be displayed.

- Active (Green): The B2C licence is active, and the operator is conducting its gaming activities in accordance with the LOK.
- B2B (Blue): The B2B license is active, and the license holder is conducting activities in accordance with the LOK.
- Withdrawn (Grey): The licence has been voluntarily withdrawn by the operator, and all gaming operations have ceased.
- Suspended (Grey): The licence has been suspended by the CGA pending the implementation of corrective measures. During the suspension period, existing player operations may continue only as expressly directed by the CGA.
- Revoked (Black): The licence has been revoked by the CGA, and the operator has ceased all gaming activities under the Curacao jurisdiction.

The orange authorisation seal is no longer in use. Only the above seals are valid indicators of an operator's current licensing status.

The CGA expects its licensed operators to take internal measures to disclose the appropriate new CGA seals on their domains by January 30, 2026.

Portal Roles and Access

A dedicated document has been published to provide a clear and structured overview of role-based access within the Portal and includes a summary authorisation matrix.

The document explains how permissions are assigned across key Portal functions, including viewing, creating, editing, submitting, and approving actions. It reinforces that actions performed by authorised users may have regulatory and public-facing consequences, including changes to certificates and seals, and that operators remain responsible for the actions of users assigned to their Portal account.

Availability and Next Steps

All four documents are available for review and download from the CGA homepage.

<https://portal.cga.cw/>

Licensees are strongly encouraged to review the full documentation set and to ensure that relevant personnel are familiar with the updated requirements, role structures, and Portal functionality.

These updates form part of the CGA's ongoing efforts to enhance regulatory clarity, operational consistency, and effective supervision under the LOK.