



Instructions on wind-down of operations and discontinuation of online interfaces by license holders

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1. Introduction

These instructions apply to situations in which a license holder as referred to in Article 5.1 of the National Ordinance on Games of Chance (LOK) or Article 5.13 LOK is required to wind down its operations or discontinue the use of one or more online interfaces.

More specifically, it covers the following cases:

1. license revocation upon request of the license holder (“voluntary surrender”) as referred to in Article 2.4, paragraph 2e, LOK;
2. license revocation as an enforcement measure by the CGA as referred to in Article 2.4 LOK;
3. rejection of the second-term extension of the provisional license by the CGA based on Article 5.8 LOK;
4. rejection of indefinite license by the CGA based on Article 5.8 LOK;
5. discontinuation of a domain or other online interface used to offer games of chance at the initiative of the license holder.

These instructions are intended to ensure an orderly and controlled cessation or partial discontinuation of activities.

2. Fees Paid and Payable

Under any circumstances revocation or rejection as documented in this document does not entitle the Company to a refund of fees already paid, and neither does it affect the obligation to settle any outstanding balances owed to the CGA and/or the Government of Curaçao.

3. Definition of “wind down”

For the avoidance of doubt, the term “wind down” as used in these instructions refer exclusively to the orderly cessation of the Company’s gaming activities. This wind-down does not constitute or imply a formal liquidation, dissolution, or winding-up of the Company as a legal entity under civil law. Any liquidation, dissolution or deregistration of the Company shall be governed by the applicable provisions, including of the Civil Code of Curaçao. Furthermore, the expiry of the wind-down period does not release the Company from

its obligation to fully settle remaining player claims or outstanding obligations. Any remaining claims shall continue to be handled in an orderly manner and, where applicable, shall be addressed as part of any subsequent civil law process, including liquidation. The Company shall remain subject to its obligations under civil law.

4. License revocation upon request of license holder (“voluntary surrender”)

A holder of a supplier license (B2B) or online gaming license (B2C) that wishes to voluntarily surrender its CGA license shall indicate this in a letter signed by the local Managing Director. The letter should include:

1. The reason for the surrender;
2. The exact date and time on which the Company has ceased or will cease accepting new contracts or players;
3. The exact date and time on which the Company has ceased or will cease servicing existing contracts or permitting players to wager;
4. A completed wind-down report signed by authorized individual as annex to the letter.

The letter and annex should be sent to egl-applications@cga.cw. The CGA will assess this request and proceed with the process of revocation.

The Company may no longer use the CGA seal as at the effective date of the revocation.

5. License revocation as enforcement action

Violations may, following an internal assessment, lead to a decision by the CGA to revoke the license of a holder of a supplier license or an online gaming license. If a decision is made to revoke the license, the following obligations shall apply (additional conditions may be imposed depending on the circumstances). The Company has to wind down its activities in an orderly manner, taking into account the following conditions:

1. With immediate effect, including during the wind-down period, the Company is no longer permitted to use the CGA seal;
2. With immediate effect, including during the wind-down period, the Company is not permitted to accept new business or continue servicing existing contracts;
3. With immediate effect, including during the wind-down period, the Company is not permitted to accept new players or permit existing players to wager;
4. The Company will be asked to submit a completed wind-down report signed by an authorized individual.

6. License rejection by the CGA

If a decision is made by the CGA to reject the second-term provisional license or an indefinite license, the following applies.

The Company is granted a period of six (6) weeks from the date of the CGA's rejection letter to wind down its activities in an orderly manner, taking into account the following conditions:

1. With immediate effect, including during the wind-down period, the Company is no longer permitted to use the CGA seal;
2. With immediate effect, including during the wind-down period, the Company is not permitted to accept new business or continue servicing existing contracts
3. With immediate effect, including during the wind-down period, the Company is not permitted to accept new players or permit existing players to wager;
4. At the end of the six (6) weeks the Company should submit a completed wind-down report signed by an authorized individual.

The wind-down report should be sent to egl-applications@cga.cw. The CGA will assess the contents of the report.

7. Discontinuation of online interface used to offer games of chance at the initiative of the license holder

A license holder that wishes to discontinue a domain or other online interface (e.g. mobile application) used to offer games of chance under its CGA license shall indicate this in a letter signed by the local Managing Director. The letter should include:

5. The reason for the discontinuation;
6. The exact date and time on which the Company has ceased or will cease accepting new players on the relevant domain or interface;
7. A completed wind-down report signed by authorized individual as an annex to the letter;

The letter should be sent to egl-applications@cga.cw. The CGA will assess this request and will contact the operator if needed. After acknowledgement by CGA, the operator can delete the domain from the CGA portal.

8. Outstanding debts

It is not permitted to leave debts outstanding (including player claims) without properly settling them. Should this nevertheless occur, the CGA will take all necessary actions within its authority and will cooperate with all authorities, including law enforcement authorities, both domestically and internationally.