

CGA Common Questions – Application Procedures

As part of its ongoing engagement with the industry, the CGA is introducing a “Common Questions” initiative to address questions and practical issues that arise regularly from applicants, CSPs and licensees.

From time to time, the CGA will publish updates bringing together common questions and providing practical clarification on how particular requirements and processes should be handled.

This first Common Questions update focuses on matters relating to the LOK application process, including supporting documentation, language and certification requirements, and the treatment of outstanding items when an indefinite license is issued.

Clarification on languages for supporting documents

As part of the CGA’s ongoing engagement with the industry and following feedback received regarding the application procedure, the CGA has reviewed and adapted its policy concerning the language of documents submitted in support of Online Gaming License and Supplier License applications.

With immediate effect, personal and business supporting documents may be submitted in English, Dutch or Papiamentu. There is therefore no requirement for documents originally issued in Dutch or Papiamentu to be translated into English.

Financial statements are the exception to this policy and must continue to be submitted in English.

This change is intended to simplify the application process and reduce unnecessary administrative requirements for applicants, while maintaining the information and documentation standards required by the CGA.

Certification of supporting documents

The CGA has also simplified the requirements for personal and business supporting documents.

These documents no longer need to be certified as true copies, unless the CGA specifically requests certification.

All other requirements remain unchanged. Where a translation is required, the existing requirements relating to the translation and its certification by the translator continue to apply.

Moving outstanding items to supervision

The CGA is also streamlining how outstanding checklist items are handled when an indefinite license is issued.

Before the license is issued, any remaining open items on the application checklist or LicenseConditions checklist will be closed. A new Supervision checklist will be created shortly after the indefinite license is granted.

This means that outstanding matters which do not prevent the granting of the license can continue to be tracked and followed up through the CGA's ongoing supervision process.