

Corrections to Information Published in the January/February/March 2009 Bingo Bulletin

The following is a section of an article titled “Most Common Complaints in 2008” that was printed in the January/February/March 2009 Bingo Bulletin. The rule numbers in the sections below were printed were incorrect in the January/February/March 2009 Bingo Bulletin. The rules in bold are the correct rule citations. We regret any inconvenience this has caused.

Complaint	Things Your Organization Can Do To Minimize This Type of Complaint
House rules not posted or not posted correctly.	Charitable Bingo Administrative Rule § 402.210 requires an authorized organization to develop, adopt, and adhere to house rules related to the conduct of bingo. The operator on duty is responsible for ensuring house rules are consistently applied. House rules must be made available to anyone upon request. Ensure that your organization develops house rule and posts them in a location that is visible to all patrons or made available to all patrons. House rules should be updated as needed to reflect any changes. The July/August/September 2008 Bingo Bulletin provides a guideline for developing house rules. This issue was mailed to all licensed authorized organizations and is also available on our Web site. The path is About Us/Publications/Bingo Bulletin.
Bingo equipment malfunctions, and/ or the numbers are not displayed.	Charitable Bingo Administrative Rule § 402.200(c)(1)-(6) requires authorized organizations to establish and adhere to written procedures addressing bingo equipment malfunctions or problems, as well as any improper bingo ball calls or placements during a bingo occasion. The rule includes the requirement that a registered bingo worker inspect: <ul style="list-style-type: none"> • The bingo balls prior to the first game of each bingo occasion, to ensure all of the balls are present and not damaged or otherwise compromised. • The bingo console and flashboard to ensure proper working order prior to the first game of each bingo occasion. The rule also requires the organization to maintain a log of each inspection of equipment. Note: See article titled “Important Information Related to Charitable Bingo Administrative Rule § 402.200” in this issue.
Caller did not hear “bingo” called.	Charitable Bingo Administrative Rule § 402.200 (1)(1)(A)(ii) requires that the caller be located so that one or more players can gain the attention of the caller when the players bingo. <p>Include in the house rules that it is the responsibility of the player to get the caller’s attention when they “bingo.”</p>
A registered worker or operator for an organization did not wear, present, visibly display, or list the individuals name and unique registration number in a legible manner on his/her prescribed identification card, while on duty.	All operators, managers, cashiers, ushers, callers and salespersons should be required to adhere to Charitable Bingo Administrative Rule § 402.402(i)(1) – (4) that requires them to: wear their identification card while on duty, ensure the card is visible, and imprinted with individual’s name and unique registration number issued by the Commission.
Players don’t understand the way the game is played.	Charitable Bingo Administrative Rule § 402.200 (i)(4)(A)-(G) requires the licensed authorized organization to make the following

	<p>information available to all patrons:</p> <ul style="list-style-type: none"> • The games to be played • The order in which the games will be played • The patterns needed to win • The prize(s) to be paid for each game • Whether the prize payout is based on sales or attendance • The price of each bingo card offered for sale <p>Charitable Bingo Administrative Rule § 402.200(i)(2)(A)(B) requires the licensed authorized organization to make the following information available to players prior to the play of a pull-tab bingo event ticket game:</p> <ul style="list-style-type: none"> • How the game will be played • How the winner will be determined
<p>A person falsified or made false entries in books and records.</p>	<p>All individuals that make entries in books and records should be made aware that a person who falsifies or makes a false entry in a book or records if the entry relates to bingo, the disposition of bingo proceeds, the application of rent received by a licensed authorized organization, or the gross receipts from the manufacture, sale or distribution of bingo supplies or equipment commits an offense and the license may be subject to revocation (§ 2001.554 (a)(3) of the Bingo Enabling Act).</p> <p>Require a review of the “Occasion Cash Report” that incorporates inventory usage figures and a verification of correct bank deposits by someone other than the person who prepares the “Occasion Cash Report.”</p> <p>Implement policies and procedures that include a separation of duties such as:</p> <ul style="list-style-type: none"> • The person who runs the cash register and/or makes sales and takes money is not the individual who balances the register or makes the deposits. • The person who is responsible for the organization’s inventory is not the person who runs the register and/or makes sales or deposits the money. • Require two signatures on all checks. • Have invoices reviewed by an individual other than the one who makes the payments.