



# **APPLICATION GUIDE FOR APPROVAL OF GAMING MACHINES (SINGAPORE)**

*Version 4.1*

*With effect from 1 January 2021*

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**Application Guide for Approval of Gaming Machines (Version 4.1)**

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## **Application Guide for Approval of Gaming Machines (Version 4.1)**

### **Introduction**

1. The Casino Regulatory Authority of Singapore (“**CRA**”) is the authority responsible for supervising and regulating the casino gaming industry in Singapore.
2. This Application Guide outlines the process and requirements for an application to be made for gaming machines to be approved by CRA for use in a casino.
3. Under section 103(1)(a) of the Casino Control Act (Cap. 33A) (the “**Act**”) and regulations made under the Act, a casino operator shall not use, or allow to be used, any gaming machine in its casino unless the gaming machine has been obtained from an approved manufacturer or approved supplier approved by CRA. Therefore, any manufacturer or supplier of gaming machines which intends to manufacture or supply gaming machines for use in any casino must first apply to CRA to be listed on the Approved List as an approved manufacturer or approved supplier.
4. For applications for approval of gaming equipment other than gaming machines intended for use in a casino, please refer to the “Application Guide for Approval of Gaming Equipment” published on CRA’s website at <http://www.cra.gov.sg>.
5. This document should be read with the Act and relevant regulations made thereunder. “Gaming machine” and other terms defined in the Act or any regulations made thereunder, where they are used in this document, have the same meaning as in the Act or the regulations.
6. CRA reserves the right to amend this document from time to time without prior notice.

### **Application Procedure**

7. Applications and enquiries should be addressed to CRA at the following address and contact numbers:-

#### Applications

Casino Regulatory Authority of Singapore  
Gaming Technology Division  
460 Alexandra Road  
mTower #12-01  
Singapore 119963  
Attention: Director (Gaming Technology) - EGM Submission

#### Enquiries

Email address: [gamingtech@cra.gov.sg](mailto:gamingtech@cra.gov.sg)

## **Application Guide for Approval of Gaming Machines (Version 4.1)**

8. The applicant must complete the Application Checklist (at **Annex A**) and submit it together with all the other documents referred to in Table 1 below. The Application Package must be submitted in person or by courier to CRA at the above address.

9. CRA shall not be liable for any loss of documents in transit or any loss or damage suffered by an applicant arising from such loss if the Application Package is sent in person, by courier or by other means.

### **Application Package**

#### **New Submission**

10. All applicants seeking approval for a gaming machine are required to submit an Application Package comprising all the documents required for a New Submission. The documents required are set out in the 3<sup>rd</sup> column of Table 1 below (under the header “New Submission”).

#### **Modification Submission**

11. All applicants seeking approval for modification to an approved gaming machine are required to submit an Application Package comprising all the documents required for a Modification Submission. The documents required are set out in the 4<sup>th</sup> column of Table 1 below (under the header “Modification Submission”).

12. Any queries on whether a new or modification submission would be required should be addressed to CRA Gaming Technology Division at [gamingtech@cra.gov.sg](mailto:gamingtech@cra.gov.sg).

**Table 1<sup>1</sup>**

	<b>Application Package</b>	<b>New Submission</b>	<b>Modification Submission</b>	<b>Format</b>
a	Application Checklist ( <b><u>Annex A</u></b> ).	✓	✓	Hardcopy and Softcopy
b	Formal letter requesting CRA to perform an evaluation on the application, minimally containing the following information:- i. The date of application; ii. The name(s) and address of the approved manufacturer or approved supplier on the Approved List; iii. The name(s) and address of the approved	✓	✓	Hardcopy and Softcopy

<sup>1</sup> With reference to Table 1, all documents required in hardcopy format must be originals and all documents in softcopy format have to be submitted in DVDs/CDs. Please refer to **Annex D** for the stipulated directory structure of the DVDs/CDs to be submitted .

**Application Guide for Approval of Gaming Machines (Version 4.1)**

	<b>Application Package</b>	<b>New Submission</b>	<b>Modification Submission</b>	<b>Format</b>
	<p>manufacturer(s) on the Approved List if the application is submitted by an approved supplier;</p> <p>iv. A breakdown of the submission to include, if any:-</p> <p>i. cabinet details including name, identification number, main logic board part number, compatible bill validator(s) and printer(s);</p> <p>ii. bill validator details including part number and firmware;</p> <p>iii. printer details including part number and firmware;</p> <p>iv. operating system details including name and identification number; and</p> <p>v. game details including name and identification number; and</p> <p>v. The name and signature of the person authorised to make the application on behalf of the applicant.</p>			
c	Description and purpose of modification.		✓	Softcopy
d	Undertaking and Release Form ( <b>Annex B</b> ) signed by the authorised signatory of the applicant.	✓	✓	Hardcopy and Softcopy
e	Letter from a casino operator (with signature and name of signatory) indicating its intent in purchasing the game(s) submitted in the application.	✓		Softcopy
f	Compliance test report issued by an Approved Test Service Provider (ATSP) certifying that the gaming machines would comply with the technical standards or any other requirements set out in notices given by CRA applicable to it.	✓	✓	Softcopy
g	Documentation (including but not limited to diagrams, photographs or videos) demonstrating the general overview of the gaming machine, and describing how the hardware and the software are integrated.	✓	Required only if differing from those already submitted to CRA	Softcopy

**Application Guide for Approval of Gaming Machines (Version 4.1)**

	<b>Application Package</b>	<b>New Submission</b>	<b>Modification Submission</b>	<b>Format</b>
h	Compatibility checklist (using format in <b>Annex C</b> ) of the platform(s) and the game(s). This is not applicable to Electronic Table Game (ETG) submissions.	✓	✓	Hardcopy (signed by the authorised signatory of the applicant) and Softcopy in MS Office Excel
i	Par sheets with formula for derivation of the Return to Player (RTP) percentage. This is not applicable to semi-automated Electronic Table Game (ETG) submissions.	✓	Required only if differing from those already submitted to CRA	Softcopy in MS Office Excel
j	Copy of executable software of the operating system(s) and/or game(s).	✓	✓	Actual program storage device
k	Copy of source code of operating system(s) and/or game(s) with comments.	✓	Required only if differing from those already submitted to CRA	Softcopy
l	Signature verification device.	Required only if device is customised for signature generation of the submitted software	Required only if differing from those already submitted to CRA	Actual verification device and operating instructions of the device
m	Full colour graphic images of all artwork associated with the gaming machine, including but not limited to, reel strips, on-screen payable, on-screen rules, top box and belly panel.	✓	Required only if differing from those already submitted to CRA	Softcopy
n	All relevant technical, operational and installation manuals for the gaming machine explaining in detail all functions, configurations and error conditions.	✓	Required only if differing from those already submitted to CRA	Softcopy

**Application Guide for Approval of Gaming Machines (Version 4.1)**

	<b>Application Package</b>	<b>New Submission</b>	<b>Modification Submission</b>	<b>Format</b>
o	List of jurisdictions in which the game(s) has been approved by the regulatory authority under the law of that jurisdiction relating to the regulation of casino gaming.	✓	✓	Softcopy

13. An Application Package may contain multiple submissions; however New Submissions and Modification Submissions must be submitted as separate application packages.

14. All submissions, except those relating to source codes, must be in English.

15. CRA may require:-

- a. additional documentation, test equipment or a technical loan of a complete new model of the gaming machine to support the evaluation process;
- b. conduct of gaming machine usage demonstrations and in-depth technology walk-throughs at CRA’s office premises in such manner and at such time(s) as CRA may specify; or
- c. on-site inspection of development, manufacturing, testing and packing of the gaming machine at the premises of the manufacturer of the gaming machine or at any other premises as CRA may consider necessary for the approval of the gaming machine.

16. CRA reserves the right to require a field trial of the gaming machine submitted to CRA for approval to be conducted at those casino premises of a casino operator where the gaming machine is intended for use. In cases like this, a letter from the casino operator agreeing to such a field trial on its casino premises shall be submitted to CRA at least 7 working days before the date of the field trial requested by CRA.

**Application Fee**

17. Upon receipt of an application, CRA shall issue an invoice via email to the contact person designated by the applicant in its Application Checklist. The applicable application fee payable is as specified in the First Schedule to the Casino Control (Gaming Equipment) Regulations 2009. The invoice shall provide, *inter alia*, (a) the applicable application fee payable; (b) that the applicable application fee payable shall be paid by Interbank Giro or Telegraphic Transfer to the bank account of CRA as set out in the invoice; and (c) that all bank charges shall be borne by the applicant. The application fee covers administrative and processing costs and is not refundable.

**Application Guide for Approval of Gaming Machines (Version 4.1)**

18. In accordance with regulations made under the Act, the applicant is required to bear the cost of investigation of the application. The cost may vary with the degree of investigation required to be carried out. The applicant will be required to place such sums (being an estimate of the costs) as notified by CRA to the applicant from time to time in a deposit account, from which CRA may draw down for the costs incurred in the evaluation process. Any sum remaining in the deposit account after the determination of the application is refundable without interest.



Casino Regulatory Authority of Singapore  
Gaming Technology Division  
460 Alexandra Road  
mTower #12-01  
Singapore 119963

Attention: Director (Gaming Technology)

Telephone No: (65) 6501 7000  
Fax No: (65) 6273 0917

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**Application Checklist For Approval of Gaming Machines**

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Type of submission: New  Modification

Please submit this application checklist together with the following documents to the above address:-

- a. Formal letter requesting CRA to perform an evaluation on the application, minimally  containing the following information:-
  - i. The date of application;
  - ii. The name(s) and address of the approved manufacturer or approved supplier on the Approved List;
  - iii. The name(s) and address of the approved manufacturer(s) on the Approved List if the application is submitted by an approved supplier;
  - iv. A breakdown of the submission to include, if any:-
    - i. cabinet details including name, identification number, main logic board part number, compatible bill validator(s) and printer(s);
    - ii. bill validator details including part number and firmware;
    - iii. printer details including part number and firmware;
    - iv. operating system details including name and identification number; and
    - v. game details including name and identification number; and
  - v. The name and signature of the person authorised to make the application on behalf of the approved manufacturer or the approved supplier;
- b. Description and purpose of modification;
- c. Undertaking and Release Form (**Annex B**) signed by the authorised signatory of the applicant;
- d. Letter from a casino operator (with signature and name of signatory) indicating its intent in purchasing the game(s) submitted in the application;
- e. Compliance test report issued by an Approved Test Service Provider (ATSP) certifying that the cabinet(s), the operating system(s) and/or the game(s) complies with the relevant requirements in the technical standards and notices issued by CRA;
- f. Documentation (including but not limited to diagrams, photographs or videos) demonstrating the general overview of the gaming machine, and describing how the hardware and the software are integrated;

**Application Guide for Approval of Gaming Machines (Version 4.1)**

- g. Compatibility checklist (using format in **Annex C**) of the platform(s) and the game(s).   
This is not applicable to Electronic Table Game (ETG) submissions;
- h. Par sheets with formula for derivation of the Return to Player (RTP) percentage;
- i. Copy of executable software of the operating system(s) and/or game(s);
- j. Copy of source code of operating system(s) and/or game(s) software with comments;
- k. Signature verification device;
- l. Full colour graphic images of all artwork associated with the gaming machine, including but not limited to, reel strips, on-screen payable, on-screen rules, top box and belly panel;
- m. All relevant technical, operational and installation manuals for the gaming machine explaining in detail all functions, configurations and error conditions; and
- n. A list of jurisdictions in which the game(s) has been approved by the regulatory authority under the law of that jurisdiction relating to the regulation of casino gaming.

In addition, please provide the following details of the applicant:-

A. NAME OF COMPANY

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B. ADDRESS OF COMPANY

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C. DETAILS OF CONTACT PERSON 1

NAME OF CONTACT PERSON	DESIGNATION OF CONTACT PERSON

BUSINESS TELEPHONE NO.	EMAIL ADDRESS

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DETAILS OF CONTACT PERSON 2

NAME OF CONTACT PERSON	DESIGNATION OF CONTACT PERSON

BUSINESS TELEPHONE NO.	EMAIL ADDRESS

**UNDERTAKING AND RELEASE FORM**

I hereby declare that I am authorised to enter into this undertaking and release for and on behalf of [insert full name of manufacturer or supplier].

[insert full name of manufacturer or supplier] hereby undertakes that:

- (a) it has the power under its constituent documents and has obtained the requisite corporate approvals to submit gaming machines intended for use in a casino to CRA for approval;
- (b) it shall comply with all applicable requirements of this Application Guide, the Act, and all regulations under the Act;
- (c) whether [insert full name of manufacturer or supplier]'s application to CRA for approval of gaming machine or for modification of approved gaming machine is withdrawn, approved or rejected, [insert full name of manufacturer or supplier] consents to CRA retaining the Application Package and its contents (including but not limited to the documents and items listed in Table 1 of the Application Guide for Approval of Gaming Machines (Version 4.1)) and such other additional documents or items as may have been submitted to CRA for the purposes of the application (collectively the "**Application Package**"), for such further period of time as CRA may require;
- (d) it shall collect at its own cost the Application Package once it is notified by CRA that CRA no longer requires the retention of the same (or any part thereof), and such collection shall be done within the time frame for collection specified by CRA;
- (e) should [insert full name of manufacturer or supplier] fail to collect the whole of or such part of the Application Package within the time frame for collection specified by CRA, [insert full name of manufacturer or supplier] consents to CRA destroying, disposing, and/or retaining the whole of or such part of the Application Package as CRA may determine without any further notice to [insert full name of manufacturer or supplier], and [insert full name of manufacturer or supplier] also consents to CRA destroying, disposing or retaining by any means or methods determined by CRA for such destruction, disposal or retention; and
- f) [insert full name of manufacturer or supplier] releases CRA from all claims and liabilities in respect of:-
  - (i) any means or methods for such destruction, disposal or retention as determined by CRA;
  - (ii) any appointment or utilisation of any third party vendor by CRA to destroy, dispose or retain the Application Package;
  - (iii) any incomplete, ineffectual, or partial destruction or disposal of the Application Package; and
  - (iv) any disclosure of trade secret(s), breach(es) of confidence, and/or infringement(s) of intellectual property right(s) arising out of, related to or in connection with the matters referred to in paragraph (f)(i) to (iii) above.

**Application Guide for Approval of Gaming Machines (Version 4.1)**

**Signed By:**

**Witnessed By:**

\_\_\_\_\_  
For and on behalf of [insert full name of  
manufacturer or supplier]

Date:

Name:

Designation:

Passport No:

\_\_\_\_\_  
Date:

Name:

Designation:

Passport No:

\_\_\_\_\_  
Company Stamp

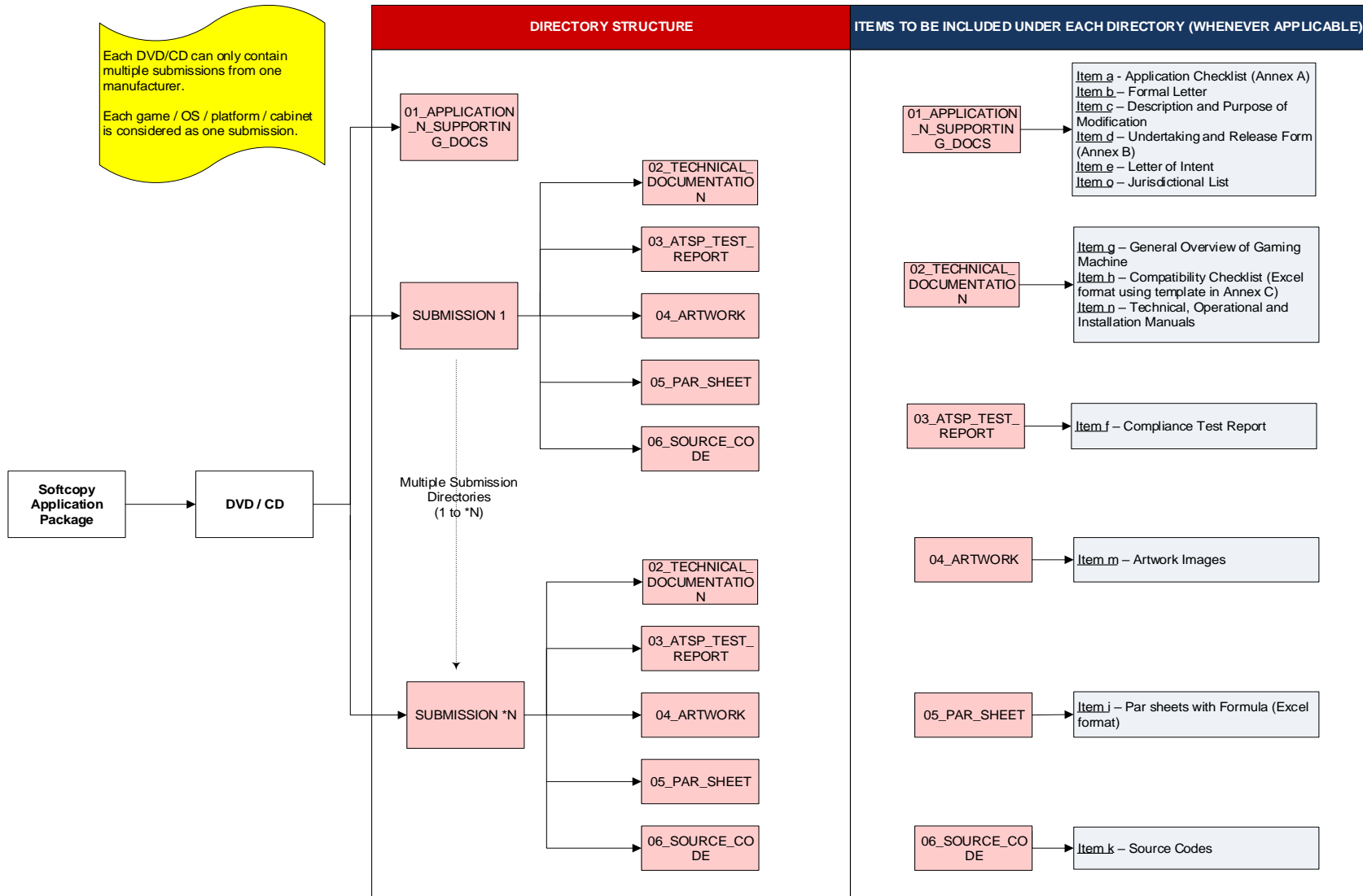
**COMPATIBILITY CHECKLIST**

Please refer to the spreadsheet attached for the Compatibility Checklist.



Compatibility  
Checklist (Version 2.0)

APPLICATION DVD/CD DIRECTORY STRUCTURE



\*Items indicated in column above as per items in Table 1 of this document