



APPLICATION GUIDE FOR APPROVAL OF CASINO GAMING MACHINES (SINGAPORE)

Version 1.2

With effect from 21 September 2026

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Application Guide for Approval of Casino Gaming Machines (Version 1.2)

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Introduction

1. The Gambling Regulatory Authority of Singapore (“**GRA**”) 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 GRA for use in a casino.
3. Under section 103(1)(a) of the Casino Control Act 2006 (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 (either directly or through an authorised supplier) approved by GRA.
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 Casino Gaming Equipment” published on GRA’s website at <http://www.gra.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. GRA reserves the right to amend this document from time to time without prior notice.

Application Procedure

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

Applications

Gambling Regulatory Authority of Singapore
Gaming Technology Division
2 Crawford Street
ICA Services Centre #08-01
Singapore 207218
Attention: Director (Gaming Technology) - EGM Submission

Enquiries

Email address: gamingtech@gra.gov.sg

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 GRA at the above address.

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9. GRA 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 3rd 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 4th 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 GRA Gaming Technology Division at gamingtech@gra.gov.sg.

Table 1¹

	Application Package	New Submission	Modification Submission	Format
a	Application Checklist (<u>Annex A</u>).	✓	✓	Hardcopy and Softcopy
b	Formal letter requesting GRA 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 authorised supplier; iii. The name(s) and address of the approved manufacturer(s) if the application is submitted by an authorised supplier;	✓	✓	Hardcopy and Softcopy

¹ 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 .

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	Application Package	New Submission	Modification Submission	Format
	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 applicant.			
c	Description and purpose of modification.		✓	Softcopy
d	Undertaking and Release Form (<u>Annex B</u>) 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 GRA 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 GRA	Softcopy

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	Application Package	New Submission	Modification Submission	Format
h	Compatibility checklist (using format in <u>Annex C</u>) 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 GRA	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 GRA	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 GRA	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 paytable, on-screen rules, top box and belly panel.	✓	Required only if differing from those already submitted to GRA	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 GRA	Softcopy

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	Application Package	New Submission	Modification Submission	Format
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. GRA 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 GRA's office premises in such manner and at such time(s) as GRA 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 GRA may consider necessary for the approval of the gaming machine.

16. GRA reserves the right to require a field trial of the gaming machine submitted to GRA 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 GRA at least 7 working days before the date of the field trial requested by GRA.

Application Fee

17. Upon receipt of an application, GRA 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 GRA 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.

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 GRA to the applicant from time to time in a deposit account, from which GRA 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.

Gambling Regulatory Authority of Singapore
Gaming Technology Division
2 Crawford Street
ICA Services Centre #08-01
Singapore 207218

Attention: Director (Gaming Technology)

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

Application Checklist For Approval of Gaming Machines

Type of submission: New ☐ Modification ☐

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

- a. Formal letter requesting GRA 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 authorized 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 authorized 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 authorized 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 GRA; ☐
- 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; ☐

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- 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

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 GRA 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 GRA 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 GRA retaining the Application Package and its contents (including but not limited to the documents and items listed in Table 1 of this Application Guide and such other additional documents or items as may have been submitted to GRA for the purposes of the application (collectively the “**Application Package**”), for such further period of time as GRA may require;
- (d) it shall collect at its own cost the Application Package once it is notified by GRA that GRA 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 GRA;
- (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 GRA, [insert full name of manufacturer or supplier] consents to GRA destroying, disposing, and/or retaining the whole of or such part of the Application Package as GRA 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 GRA destroying, disposing or retaining by any means or methods determined by GRA for such destruction, disposal or retention; and
- f) [insert full name of manufacturer or supplier] releases GRA from all claims and liabilities in respect of:-
 - (i) any means or methods for such destruction, disposal or retention as determined by GRA;
 - (ii) any appointment or utilisation of any third party vendor by GRA 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.

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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

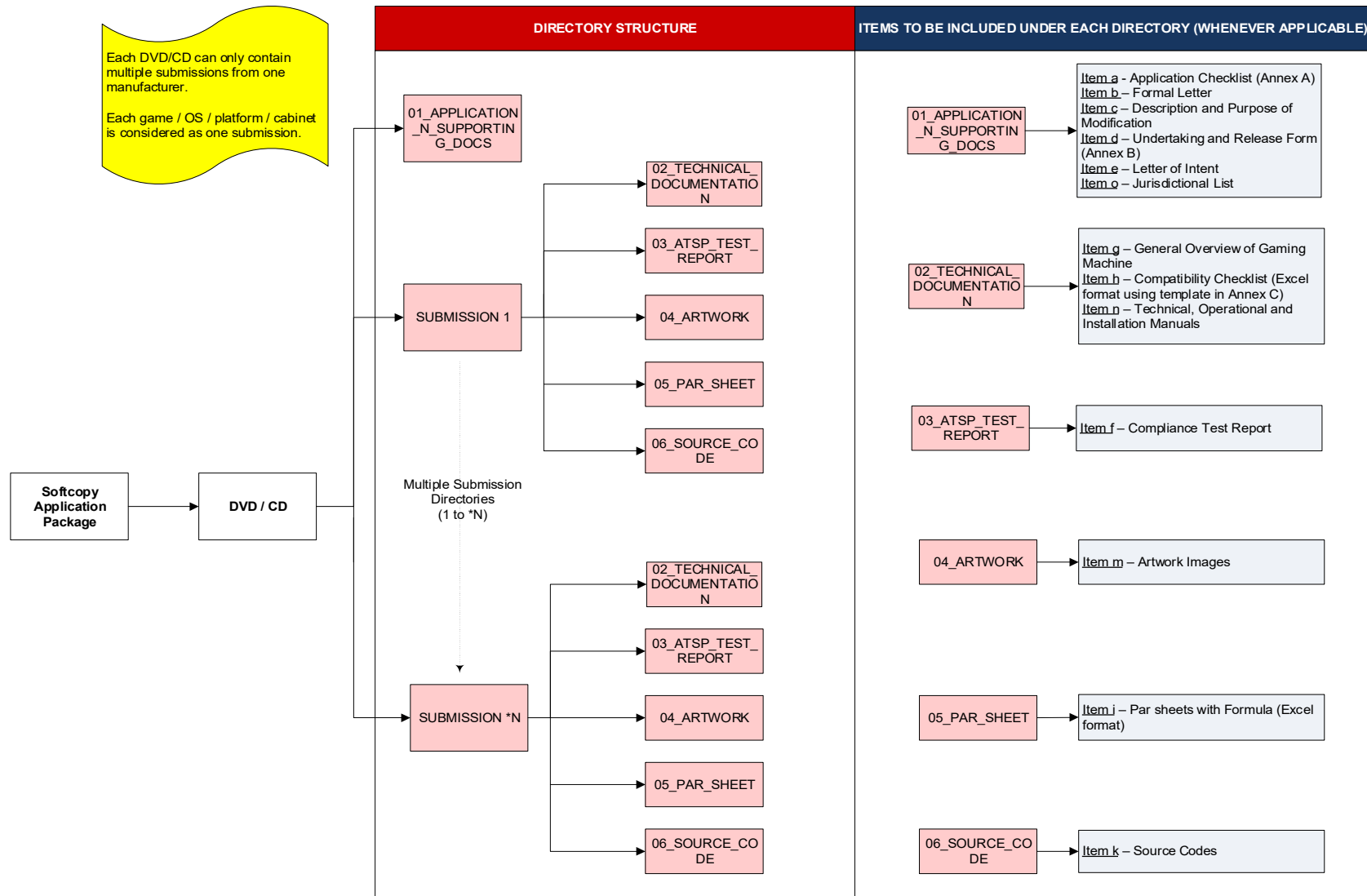
COMPATIBILITY CHECKLIST

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