



APPLICATION GUIDE FOR APPROVAL OF CASINO GAMING EQUIPMENT (SINGAPORE)

Version 1.1

With effect from 18 August 2025

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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 equipment (other than gaming machines) to be approved by GRA for use in a casino.
3. Under section 102(2) of the Casino Control Act 2006, (the “**Act**”), and regulations made under the Act, GRA may approve gaming equipment for use in a casino and, for that purpose, may approve particular equipment or may approve equipment of a specified class or description and may make the approval subject to conditions.
4. For applications for approval of gaming machines intended for use in a casino, please refer to the “Application Guide for Approval of Casino Gaming Machines” 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 equipment” 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
#08-01
ICA Services Centre
Singapore 207218
Attention: Director (Gaming Technology) – GE Submission

Enquiries

Email address: gamingtech@gra.gov.sg

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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.

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 new gaming equipment 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 approved gaming equipment 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) of the manufacturer or supplier of the gaming equipment;	✓	✓	Hardcopy and Softcopy

¹With 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
	<p>iii. The name(s) of the manufacturer of the gaming equipment if the application is submitted by a supplier or casino operator;</p> <p>iv. A short description of the gaming equipment including the gaming equipment type, model name, model number and software/firmware version number, whenever applicable; 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	Completed Company Information Form (<u>Annex B</u>).	✓		Softcopy
e	Undertaking and Release Form (<u>Annex C</u>) signed by the authorised signatory of the applicant.	✓	✓	Hardcopy and Softcopy
f	Letter from a casino operator (with signature and name of signatory) indicating its intent in purchasing the gaming equipment submitted in the application.	✓		Softcopy
g	Compliance test report issued by an Approved Test Service Provider (ATSP) certifying that the gaming equipment complies with the technical standards applicable to it or any other requirements in notices applicable to it given by GRA.	✓	✓	Softcopy
h	Documentation (including but not limited to diagrams, photographs or videos) demonstrating the general overview of the gaming equipment in terms of functionality, specifications and technicality, whenever applicable.	✓	Required only if differing from those already submitted to GRA	Softcopy
i	Copy of executable software, whenever applicable.	✓	✓	Actual program storage device
j	Signature verification device.	Required only if device is customised for signature generation of	Required only if differing from those already	Actual verification device and operating instructions

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	Application Package	New Submission	Modification Submission	Format
		the submitted software	submitted to GRA	of the device
k	All relevant technical, operational and installation manuals for the gaming equipment explaining in detail all functions, configurations and error conditions.	✓	Required only if differing from those already submitted to GRA	Softcopy
l	All quality manuals of the production processes.	✓	Required only if differing from those already submitted to GRA	Softcopy
m	Relevant product brochures and fact sheets for the gaming equipment.	✓	Required only if differing from those already submitted to GRA	Softcopy
n	List of jurisdictions in which the gaming equipment 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 equipment to support the evaluation process;
- b. conduct of equipment 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 equipment at the premises of the manufacturer of the gaming equipment or at any other premises as GRA may consider necessary for the approval of the gaming equipment.

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16. GRA reserves the right to require a field trial of the gaming equipment submitted to GRA for approval to be conducted at those casino premises of a casino operator where the gaming equipment 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.

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Annex A

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

Attention: Director (Gaming Technology)

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

Application Checklist For Approval of Gaming Equipment

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) of the manufacturer or supplier of the gaming equipment;
 - iii. The name(s) of the manufacturer of the gaming equipment if the application is submitted by a supplier or casino operator;
 - iv. A short description of the gaming equipment including the gaming equipment type, model name, model number and software/firmware version number, whenever applicable; and
 - v. The name and signature of the person authorised to make the application on behalf of the applicant;
- b. Description and purpose of modification; ☐
- c. Completed Company Information Form (**Annex B**); ☐
- d. Undertaking and Release Form (**Annex C**) signed by the authorised signatory of the applicant; ☐
- e. Letter from a casino operator (with signature and name of signatory) indicating its intent in purchasing the gaming equipment submitted in the application; ☐
- f. Compliance test report issued by an Approved Test Service Provider (ATSP) certifying that the gaming equipment complies with the relevant requirements in the technical standards and notices issued by GRA, where applicable; ☐
- g. Documentation (including but not limited to diagrams, photographs or videos) demonstrating the general overview of the gaming equipment in terms of functionality, specifications and technicality, whenever applicable; ☐
- h. Copy of executable software, whenever applicable; ☐

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- i. Signature verification device; ☐
- j. All relevant technical, operational and installation manuals for the gaming equipment, explaining in detail all functions, configurations and error conditions; ☐
- k. All quality manuals of the production processes; ☐
- l. Relevant product brochures and fact sheets for the gaming equipment; and ☐
- m. List of jurisdictions in which the gaming equipment has been approved by the regulatory authority under the law of that jurisdiction relating to the regulation of casino gaming. ☐

COMPANY INFORMATION FORM**A. NAME OF COMPANY**

--

B. Registered Business Address of the Company

ADDRESS TYPE	BLOCK/HOUSE #	STREET	FLOOR	UNIT
BUILDING	ZIP/POSTAL CODE	COUNTRY		

Address where Principal Activities of the Company are Conducted

Information to Provide ☐ Nil Return ☐**C. Contact Details**

NAME OF CONTACT PERSON 1			DESIGNATION OF CONTACT PERSON 1		
BUSINESS TELEPHONE NO.			FAX NO.		
COUNTRY CODE	AREA CODE	NUMBER	COUNTRY CODE	AREA CODE	NUMBER
EMAIL ADDRESS			WEBSITE ADDRESS		

NAME OF CONTACT PERSON 2			DESIGNATION OF CONTACT PERSON 2		
BUSINESS TELEPHONE NO.			FAX NO.		
COUNTRY CODE	AREA CODE	NUMBER	COUNTRY CODE	AREA CODE	NUMBER
EMAIL ADDRESS			WEBSITE ADDRESS		

D. COUNTRY OF INCORPORATION **UEN / BUSINESS REGISTRATION NUMBER**

PLACE OF INCORPORATION	

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/casino operator].

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

- (a) it has the power under its constituent documents and has obtained the requisite corporate approvals to submit gaming equipment 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 the regulations under the Act;
- (c) whether [insert full name of manufacturer or supplier/casino operator]'s application to GRA for approval of gaming equipment or for modification of approved gaming equipment is withdrawn, approved or rejected, [insert full name of manufacturer or supplier/casino operator] 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/casino operator] 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/casino operator] 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/casino operator], and [insert full name of manufacturer or supplier/casino operator] 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/casino operator] 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/casino operator]

Date:

Name:

Designation:

Passport No:

Date:

Name:

Designation:

Passport No:

Company Stamp

APPLICATION DVD/CD DIRECTORY STRUCTURE

