Year	Themed Review	Detail
2025	Anonymity of Winners	Review of the Operator's practices and obligations to take reasonable measures to ensure the anonymity of prize winners.
2025	Online Player Communication	Review of the extent to which the Operator disables marketing emails for players identified as at risk of problem gambling.
2025	TV Show Scripts	Review of the scripts used for the Telly Bingo and Lotto TV shows.
2025	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2024	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2024	Expired Unclaimed Prizes	Review of Expired Unclaimed Prizes and their expenditure under the Licence.
2024	Winner Stories Webpage	Review Recent Winners Page of Operator's website to ensure its factually correct, complete and not misleading.
2024	Responsible Advertising and Promotion	Review of the Operator's use of Push Notifications and TikTok and compliance with Standard 31 of the Code coming up to the Paris Olympics.
2022	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2021	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.

Year	Themed Review	Detail
2021	Online Instant Win Game Rules Review	Review of game rules published by the Operator on its website to assess consistency with the rules approved by the Regulator.
2021	Capacity and CyberSecurity of the Operator's IT and Communications Systems	Review the Operator's IT and communications systems and report on their quality and capacity - including their cyber security preparedness.
2020	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2020	Reporting of Complaints	Review to assess whether the Operator was correctly providing details of all complaints it received from players to the ORNL.
2019	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2019	Contracts Review	Review of a random sample of approximately 10% of PLI's Lottery Contracts to assess compliance with the Licence.
2018	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2018	Anti-Fraud Review Payments of Prizes by Retailers	Review to assess the risk of a retailer fraudulently failing to pay out a prize and to identify the Operator's controls to manage the risk of retailer prize payment fraud.
2018	Contracts Review	Review of the Operator's contracts to ensure that all approved contracts contain the relevant provisions required by the Licence.

Year	Themed Review	Detail
2017	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2017	Fitness and Probity	Review of the Operator's compliance with its fitness and probity obligations under the Act and the Licence.
2017	Advertising and Promotion of the National Lottery: use of Social Media	A review of the Operator's social media policy and how the trademark requirements under the Act and the Licence were relevant to such activities.
2016	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.
2016	Fitness and Probity	Review of the Operator's compliance with its fitness and probity obligations under the Act and the Licence.
2016	Anti-Fraud Review	Review of the Operator's compliance with its anti-fraud obligations under the Act and the Licence.
2016	Sub-Contractors	Review of the Operator's compliance with its obligations under the Licence in relation to sub-contractors.
2015	Trademarks	Review of the Operator's compliance with its trademark obligations under the Licence.