



Year	Themed Review	Detail
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.
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 Cyber-Security 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.
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.