

Gaming System Fault – Pirates Plenty – Final report

Red Tiger Gaming Malta Limited ('Red Tiger') would like to inform you about the key event report with number 1-274546161, in regards of the error in the game "**Pirates Plenty**" with ID IJGCF-O6UIB-ANCTP, which was due to the game experiencing a lower payment to winners than is expected.

The details are as follows:

The issue:

Pirates Plenty was released on UK on GVC Ladbrokes Coral brands only in November 2018. It was released to all other operators (52) in February 2019.

The issue was first reported by a customer operating in Switzerland, when a player notified an Operator g that the game result was lower than the expected payout. Red Tiger investigated the issue to verify whether there was a malfunction in the game.

By the 6th of August, it was confirmed that there was an error in the game and the Compliance team was informed. The same day the game was disabled and all operators notified.

Following investigation, we identified that an issue occurs due to a rare front end issue, which is triggered when a customer has 'unlocked' a special sixth reel in the game and the customer lands wild symbols on each of the six reels. While this should be a very high paying outcome to customers, the back end treats it as a non winning outcome and the customer receives no payout.

It was not detected by the RTG live monitoring as the game RTP performed exactly in line with the certified RTP as the outcome was never classified as a win in the math: i.e., any winnings from this rare outcome should be incremental to the game RTP.

Given the likelihood of achieving this outcome is so rare (our calculations would suggest the probability is 1 in 46,339), the number of players impacted is likely to be very low. However, as it is manifestly a front end issue (the outcome was classified as a non-winning outcome in the par sheet), it is impossible for us to identify which customers were impacted and we would only know this through a customer complaint.

As we only retain front end spin outcomes for 14 days in our logs, we can only identify the actual number of impacted spins in this period. From this data, we have identified 39 spins (out of 375,086 spins in the UK in this period), resulting in a total underpayment of £639.50.

Unfortunately, because of this data limitation, we cannot identify the precise number and identity of impacted players.

As we do not have the data, we can only extrapolate from the 14 day data to estimate the potential impact.

During the period the game was live, over 459 million spins were made on the game by nearly 1.8m players.

1. If we assume the theoretical occurrence of 1 in 46,339, there would have been 9,909 impacted spins; assuming a payout of £16.38 (the average

underpayment in the last 14 days), this would have led to an total underpayment of £162,360.

2. If we apply the ratio of impacted spins in the last 14 days to total spins, that number would be in the region of 46,339 impacted spins; assuming the £16.38 average payout per player, this would have resulted in an underpayment of £759,246.

However, we know that a pre-condition for the error to occur is that the player has unlocked the 6th reel, which we know only occurred 194,668 times while the game was live. Therefore, it is improbable that this error occurred during one in every four spins as option 2 would suggest; therefore we believe the estimate of £162,360 is more likely.