



Nevada Gaming Control Board  
Investigations Division  
Attention: Applicant Services  
PO Box 8003  
Carson City, NV 89702  
[\(775\) 684-7840](tel:7756847840)

## OPERATOR OF A CALL CENTER INSTRUCTIONS

Business Name: \_\_\_\_\_

Individual Name: \_\_\_\_\_

Complete and return this checklist with your application. All applications must be arranged in the order listed below. A complete application will consist of the applicable documents/items listed below and any additional documents/items as may be necessary and/or required by NGC Regulations. All forms can be found on our website at [gaming.nv.gov](http://gaming.nv.gov):

- This completed and signed checklist.
- [Form 1](#) is to be submitted by individual applicants.
- [Form 2](#) is to be submitted by corporations, partnerships, and limited liability companies.
- [Form 4](#), Personal History Record: To be filed by each applicant, including corporate officers, directors, members, or equity holders.
- [Form 10](#), Affidavit of Full Disclosure: To be filed by each individual required to be licensed or to be found suitable.
- [Form 17](#), Release and Indemnity of All Claims: To be filed by each individual required to be licensed or found suitable.
- [Form 18](#), Request to Release Information: To be filed by each individual required to be licensed or found suitable. If the applicant is married, the applicant's spouse must also sign this form.
- [Form 28](#), Fingerprint Receipt: Complete Form 28 (for fingerprints taken in Nevada) and take it to any certified fingerprinting facility in Nevada. Fingerprints will be taken electronically. Ensure the printing facility signs and dates the form. Applicants must submit a completed Form 28 with their application package. In the event electronic fingerprinting is not available or if taken outside of Nevada three completed fingerprint cards for each individual applicant must be submitted. Due to the FBI's chain of custody requirements, the completed fingerprint cards must be mailed by the certified printing facility directly to the Nevada Gaming Control Board, Attn: Applicant Services, 1919 College Parkway, Carson City, NV 89702.
- [Form 28A](#), Fingerprint Civil Applicant Waiver. Applicants must submit a completed Form 28A with their application package. To be filed by each individual required to be licensed or found suitable.
- A copy of a deed, lease, sublease, or other document evidencing the right of the applicant to occupy the premises where the Call Center will operate.

- Copies of the following:
  - Organizational chart
  - Equipment contract
  - Sports information service contract
  - Disseminator contract
- Submit a listing of the Call Center supervisory personnel meeting the requirements of [Regulation 26C.040\(1\)](#), including information outlined in [Regulation 26C.040\(1\)\(a-g\)](#) for each employee.
- Registration of Call Center Employees, [NGC Regulation 26C.040](#) requires any individual who fulfills the function of a Manager or Supervisor for an Operator of a Call Center to register with the Board using Form 4R.
- An associated equipment reporting form.
- A check or money order in the amount of \$500 per applicant or entity, to cover the application fee. Checks are to be made payable to the Nevada Gaming Control Board. Cash is not accepted.
- Costs of investigation will be charged as provided by statute and regulation. The total cost of the investigation is to be borne by the applicant. This cost includes all transportation, food and lodging; plus an hourly charge for the time expended by the agent or agents assigned to the application. Before the investigation can begin the applicant must provide a deposit in an amount equal to the total estimated expenses, including the hourly charges. Hourly expenses will be charged for travel time and for the time expended while agents are engaged in the investigation process.

*Each applicant needs to complete and sign a checklist attesting the information being provided to the board is accurate and complete, agrees to cooperate with all requests, inquiries, or investigations of the board and commission. An applicant for a state gaming license is seeking the granting of a privilege, and the burden of proving his/her qualifications to receive such a license is at all times on the applicant. An applicant must accept any risk of adverse public notice, embarrassment, criticism, or other action, or financial loss which may result from action with respect to an application, and expressly waives any claim for damages as a result thereof.*

Name

Date

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