



September 15, 2025

Marcus Fruchter, Administrator  
Illinois Gaming Board  
160 N. LaSalle Street, Suite 300  
Chicago, IL 60601

**Via Email: [IGB.directorofpolicy@illinois.gov](mailto:IGB.directorofpolicy@illinois.gov)**

RE: Charitable Donations via Redemption Kiosks in the Casino

Dear Mr. Fruchter:

On behalf of the Illinois Casino Gaming Association (ICGA) and its member casinos, we appreciate the opportunity to submit comments in response to the Board's request for ideas and proposals to facilitate charitable donations of gambling winnings through redemption kiosks at Illinois Casinos.

The technology for this functionality already exists for many of the approved redemption kiosk units currently utilized in casinos. For instance, the NRT brand redemption kiosks have a charity donation module available that has been independently tested and certified by Gaming Laboratories International (GLI). This module provides patrons with the option to donate coin/change and unredeemed balances from TITO tickets inserted into the redemption kiosk through the kiosk screen. Reports can be generated to reflect the amounts donated to each charity for reconciliation and remittance to the respective charitable organizations. If required, detailed procedures can be submitted to the IGB, similar to those as required by the Charity Donation MICS, Section G-14.

The ICGA believes this functionality provides several benefits:

- Convenience for patrons who wish to donate small balances (e.g. coin/change) that are often left unredeemed. Many patrons may otherwise throw away these low value TITO tickets.
- Enhanced public goodwill by offering patrons a voluntary, convenient way to give back to their community.
- Simplifies the process as it exists today for the donation of TITO tickets.

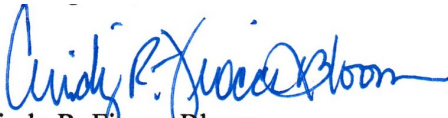
IGB Administrator  
September 15, 2025  
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To help understand how this functionality works, we are including a document titled, "NRT Charities Module Screen Images", which illustrates how the donation feature is presented to patrons during the TITO ticket redemption process. Patrons will always be given the option to proceed with a normal redemption or to make a donation to charity. Additionally, should you want to review it, we are attaching the GLI certification letter and test report for the NRT Charities Module.

We appreciate the Illinois Gaming Boards consideration of this functionality and are encouraged by the opportunity to easily support charitable giving through the use of this type of technology.

Should you need any additional information, please contact me at (815) 955-6995 or email me at [cfiocca@illinoiscasinogaming.org](mailto:cfiocca@illinoiscasinogaming.org).

Kind regards,



Cindy R. Fiocca-Bloom  
Executive Director

Enclosure

**Erin Lynch Cordier**  
Direct: (312) 840-4306  
E-mail: [ecordier@taftlaw.com](mailto:ecordier@taftlaw.com)

**Taft/**  
Taft Stettinius & Hollister LLP  
111 East Wacker Drive, Suite 2600 /  
Chicago, IL 60601 USA  
Tel: 312.527.4000  
[www.taftlaw.com](http://www.taftlaw.com)

September 19, 2025

**Online Submission**

Joe Miller  
Illinois Gaming Board  
160 N. LaSalle Street, Suite 300  
Chicago, IL 60601

***Re: Comments Regarding Charitable Donations***

Dear Mr. Miller:

The Illinois Gaming Machine Operator Association (the "IGMOA") supports enacting a new Rule, or an amendment to existing Rules, to allow patrons in the Illinois gaming industry to have the option to contribute all or a portion of their winnings to winnings to either a bonafide charitable organization or to the Department of Human Services for administration of programs for the treatment of compulsive gambling or the Illinois Gaming Board for research into issues affecting compulsive gambling, at the point of redemption. The IGMOA believes interested charitable organizations should be required to meet certain minimum standards, such as being registered as a 501(c) and in existence for a minimum of three years in order to be eligible to receive any winnings. The IGMOA recommends that the IGB create and maintain a publicly available list of approved charitable organizations for this purpose. The IGMOA further believes terminal operators should be able to choose, at their discretion, which of the approved charitable organizations to make available for contributions at their respective points of redemption. The IGMOA looks forward to collaborating with IGB staff to implement a Rule that allows for charitable contributions by patrons and that otherwise furthers the goal of the Illinois Video Gaming Act.

Regards,

TAFT STETTINIUS & HOLLISTER LLP



Erin Lynch Cordier

cc: Ivan Fernandez  
EKL:hap



# Charities Donation Module

# TICKET REDEMPTION

PLEASE INSERT ANOTHER TICKET IN THE BILL ACCEPTOR

LAST INSERTED: \$11.11 USD  
TOTAL INSERTED: \$22.22 USD  
TOTAL TICKETS: 2

INDEX	BARCODE	VALUE
1	12345678901234578	\$11.11 USD
2	123456789012345679	\$11.11 USD

●

2

○

○

DISPENSE

**YOUR LOGO  
HERE**

## MAKE A DONATION

Would you like to donate your change to one of our  
charities of the month?

Donate Amount: \$0.22

No Thanks

MORE INFORMATION

YES, LET'S DONATE!

## Select a Charity

Donation Amount: \$0.22

YOUR LOGO  
HERE



[DEMO EXAMPLE] United Way advances the commn good in communities across the world. Our focus is on education, income, and health - the building blocks for a good quality of life. [DEMO EXAMPLE]

Donate Now



[DEMO EXAMPLE] We work with partners worldwide to tackle the critical problems in five program areas. Our Global Health Division aims to reduce inequities health by developing new tools and strategies to reduce the burden of infectious disease and the leading causes of child mortality in developing countries. [DEMO EXAMPLE]

Donate Now



[DEMO EXAMPLE] There's a smart way to end the water crisis. Millions of people around the world could get access to safe water in their homes with the help of small, affordable loans. That's where water.org comes in. We are here to bring safe water and sanitation to the world through access to small, affordable loans. [DEMO EXAMPLE]

Donate Now

Back



YOUR LOGO  
HERE

## TRANSACTION SUMMARY

Ticket Amount:	\$22.22
Donation Amount:	\$0.22
Dispense Amount:	\$22.00

Back

NO RECEIPT

PAPER RECEIPT



PROCESSING, PLEASE WAIT...

AMOUNT REQUESTED: \$22.00 USD

AMOUNT DISPENSED: \$22.00 USD



PLEASE TAKE YOUR CASH



Tue Mar02 2021 11:58:46

Casino: Casino  
Terminal ID: CALEB

**Ticket Redemption**

Sequence Number: 000000000291  
Amount Requested: \$22.22 USD  
Amount Dispensed: \$22.00 USD  
Amount Donated: \$0.22 USD  
Charity: Water.org

Ticket Numbers	Values:
123456789012345679	\$11.11 USD
12345678901234578	\$11.11 USD

**Transaction Completed Successfully.**



**Date of Report:** 01 February 2022

**Issued To:** WEBSITE COPY  
This report was sent to  
the Illinois Gaming Board

**Issued By:** Gaming Laboratories World Headquarters  
Christine M. Gallo  
Senior Vice President, Quality and Technical Compliance  
600 Airport Road, Lakewood, NJ 08701  
(732) 942-3999  
www.gaminglabs.com

**Certification of:** NRT Technology Corporation Kiosk Software CHS\_Administrator.exe  
v1.3.4.4, bevsvr.dll v1.3.4.4, AtmMon.dll v1.3.3.6, Charity-1.0.0.0.exe  
v1.0.0.0, CHS\_Monitor.exe v1.3.4.4, and CHS-1.4.0.0-ServicePack-01.exe  
v5-6-21

**GLI File Numbers:** SY-394-NTC-21-03  
SY-394-NTC-21-05 (CHS-1.4.0.0-ServicePack-01.exe)  
SY-394-NTC-21-11 (Charity-1.0.0.0.exe)

**Standards Tested Against and the Test Results:**

Standards Tested Against	Test Results
The Illinois Gaming Board Title 86, Revenue, Chapter IV Rules	Pass
GLI-20 - Redemption Kiosks	Pass

Please be advised, the above listed certification to the GLI Standards is only applicable to regulatory agencies who have expressly adopted or will accept this certification against the referenced GLI Standard.

NOTE: This certification is not a final approval for the State of Illinois. **Gaming Laboratories International, LLC** is stating that the items listed within this report have passed all of our testing specifically targeted for the Rules and Regulations of the Illinois Gaming Board. Final approval must be granted by the Illinois Gaming Board. Please contact Mr. Robert Burke of the Illinois Gaming Board should you have any further questions.

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**SY-394-NTC-21-03-008**

**GLI-3**

*Page 2 of 9*

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**CERTIFICATION DOCUMENT**





Registration Number of Accreditation applicable to this report:	A2LA 2428.05
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**Product Certification Summary:**

Product ID
CHS_Administrator.exe
CHS_Monitor.exe
bevsrv.dll
AtmMon.dll
CHS-1.4.0.0-ServicePack-01.exe
Charity-1.0.0.0.exe

**KIOSK****Kiosk Software Descriptions:****Backoffice**

The kiosk backoffice is comprised of non-system specific software that can be used independently. Kiosk backoffice software resides on the NRT server and will work with any approved NRT kiosk.

**CHS\_Administrator.exe**

This program controls the web interface for administration of the kiosk and reporting.





CHS\_Monitor.exe

This program monitors the status of all units.

bevsrv.dll

This file contains the shared executable code for the CHS administrator.

AtmMon.dll

This file contains the shared executable code for the CHS monitor.

CHS-1.3.3.1-ServicePack-04.exe

This service pack comprises of a collection of updates, fixes or enhancements to be installed on top of the initial Notifications.exe software.

Charity-1.0.0.0.exe

Provides screens and flows for charity donations from the coin amounts on voucher redemption transactions.



**Kiosk Software Being Certified:**

File Name	Version	Type	Kobe4 Signature	SHA-1 Signature	CDCK Signature
CHS_Administrator.exe	1.3.4.4	FILE(S)	7AUU	810F8E369D40693D1AE0 C3E8DC76A08A2EF50769	1BC2
CHS_Monitor.exe	1.3.4.4	FILE(S)	H9C0	2221DC3DFD2B69B69D83 F354CEE42AF9F7D8516F	F321
bevsvr.dll	1.3.4.4	FILE(S)	5724	DAD0B77B1E7E628C72C6 84A0E053BE8D279C6A55	2DBB
AtmMon.dll	1.3.3.6	FILE(S)	5F2C	6E72BF6FF691EF45E040E FA1C73FBA0B5AB4BF3A	C9E6
CHS-1.4.0.0-ServicePack-01.exe	5-6-21	FILE(S)	0967	2481B9F95B77081579CB5 D06FA2963DAA027B594	C317
Charity-1.0.0.0.exe	1.0.0.0	FILE(S)	60P6	A60AFA79F68CDC7238DF 93A84C22A7FA52CBB1B2	46A4





**Kiosk Software Modifications:**

The CHS\_Administrator.exe v1.3.4.4, CHS\_Monitor.exe v1.3.4.4, bevsvr.dll v1.3.4.4, and AtmMon.dll v1.3.3.6 are MODIFYING the previously certified CHS\_Administrator.exe v1.3.4.1, CHS\_Monitor.exe v1.3.4.0, bevsvr.dll v1.3.4.1, and AtmMon.dll v1.3.3.4, respectively. The modifications are as follows:

1. Modifications have been made to add a new parameter "OfferCraft to enable or disable the OfferCraft feature.
2. Modifications have been made to add a new OfferCraft Table in section view.
3. Enhancements have been made to update the deposit transactions list in section maintenance.
4. Modifications have been made to add a new column for deposit transactions.
5. Modifications have been made to add a new "Resort Wallet Deposit" report.
6. Modifications have been made to add a new "POS Daily Detail for tablePay" report.
7. Enhancements have been made to update empty reports to "no activity for this time".
8. Modifications have been made to change the system parameter CoerciveDispenserEnable default value to 0.
9. Added support for Windows Server 2019 and SQL Server 2019.
10. Added support for the ANG Currency.
11. Modifications have been made to add the "Detail BV counter" report.
12. Enhancements have been made to support Excel file format upon export report.
13. Enhancements have been made for integration with the Glory Cash Recycler.
14. Modifications have been made to add Charities donation support.
15. Added function remote cassette count.
16. Enhancements have been made to fix webpage.
17. Enhancement has been made to remove map page in Monitoring page.





The CHS-1.4.0.0-ServicePack-01.exe v5-6-21 is MODIFYING the previously certified notifications.exe v1.4.0.0. The modifications are as follows:

1. Fixed crashing on startup with Windows 7 due to XFS SEL (NEO, PC280, PC280n).
2. Fixed SOP barcode scanner diagnostic screen, scanned barcode value is overlapped by other text.
3. Added support for addon module which lets the patron donate their coin amount to charity.
4. Added welcome screen player's club button, used to launch WAT-type interfaces (only Konami currently)
5. Added CHSConfig2 option to enable JCM LogicGen as the kiosk's ticket printer.
6. Fixed tickets able to be redeemed by barcode scanner while BVs are also enabled.
7. Added option to change device reference name for dip card reader (eg. CSCIDU -> CSCIDU#2).
8. Added option to ignore dip card reader cancellation errors. rather than try to reset and reinitialize.

Note: Modified software does not have to be removed from the field. The changes were cosmetic or enhancements to the previously certified version. This software, in addition to the previously certified version, will be listed on your Certified Report.



**Kiosk Software Notes:**

The kiosk software may contain additional banking and money-handling functionality outside of Voucher Redemption, Voucher Issuance, and Jackpot Redemption. **Gaming Laboratories International, LLC (GLI)** does not certify this functionality as these functions fall under different federal regulation guidelines.

Please be advised that this CHS back-office software can be configured in a local or cloud-hosted environment. The determination on which configuration is implemented is left to the discretion of the regulatory agency.

**Kiosk Software Verification Procedure:**Verify+ by Kobetron™ - Verification Procedure:

1. Open Verify+ by Kobetron™
2. Select the 'File' radio button
3. Click "Browse", specify the file you wish to signature and click the "Open" button
4. If a different seed is needed, click the 'Options', then 'General Options' and enter a new seed
5. If needed, other File options can be found by clicking 'Options' then 'File Options'
6. Click the "Verify" button
7. The current file being checked will be displayed in the window
8. The program will generate the aforementioned signatures and display the results



**Compatible Item(s):**

The item(s) certified in this report was evaluated for use with the following compatible components:

Component	Version
QUICKJACK V5 JDU	N/A
bevcgi.exe	1.0.9.3
notifications.exe	1.4.0.0

Please note, the fielded environment is not limited to the above listed components. It is anticipated that the item(s) certified within this report may be used with previously and/or subsequently certified and compatible components.

If you should have any questions regarding this information, please feel free to contact our office.

Sincerely,

**GAMING LABORATORIES INTERNATIONAL, LLC**

Christine M. Gallo

Senior Vice President, Quality and Technical Compliance

c: Mr. Andrew Nicholls, NRT Technology Corporation

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September 18, 2025

Illinois Gaming Board  
801 S. 7th Street, Suite 400S  
Springfield, IL 62703

**RE: NRT's Charity Module**

Dear Chair Hayden and Members of the Board,

NRT is proud to introduce a transformative innovation that's not only redefining transactional technology—but also making a measurable difference in communities around the world: the NRT Charity Module.

This groundbreaking feature empowers operators to convert everyday transactions into meaningful contributions. When patrons redeem their TITO (Ticket-In, Ticket-Out) tickets, they're prompted to donate residual coin change—typically less than \$1.00—to a charity of the operator's choice. What was once spare change now becomes a catalyst for social impact.

What makes this initiative truly exceptional is that NRT developed and deployed the Charity Module at no cost to operators globally. This is innovation without barriers. Operators and patrons retain full control over which charities they support, ensuring that every contribution reflects their values and priorities. NRT does not collect fees, nor do we influence these decisions—reinforcing our commitment to transparency, trust, and empowerment.


We're proud to report that the Charity Module has been approved in over 21 jurisdictions, including Arizona, Florida, Indiana, Maryland, Nevada, Ohio, Missouri, and Pennsylvania. It is already being successfully implemented by operators across North America, with growing enthusiasm and measurable impact. And this is just the beginning.

This isn't just a feature—it's a movement. It embodies NRT's mission to innovate transactions and empower connections between operators, patrons, and the communities they serve. It's socially responsible gaming in action, and it's resonating across borders.

Now is the time to expand this impact to Illinois. We invite our partners, regulators, and stakeholders to join us in scaling this initiative globally. Let's work together to bring the Charity Module to every jurisdiction, every operator, and every patron—because small change can spark big change.

Thank you for your attention. I welcome your questions and look forward to collaborating on the next chapter of this powerful journey.

Sincerely,

DocuSigned by:  
  
John Dominelli, CEO  
FA5794AD562F487...  
NRT Technology Corp.

## Sobor, Alexandra

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**From:** Kathryn Miller <KMiller2@caesars.com>  
**Sent:** Friday, September 19, 2025 12:43 PM  
**To:** IGB.DirectorOfPolicy  
**Subject:** [External] GVC Comments on Implementation of Charitable Donations via Redemption Kiosks

To participate in a Caesars Entertainment enterprise-wide initiative, *Caesars Makes Change*, and raise much-needed funds for eligible non-profit organizations, Grand Victoria Casino submitted and received Illinois Gaming Board (IGB) ICS approval for the NRT Charity Module (JIC23004) in December, 2023. Shortly thereafter, while preparing for the implementation of this project, NRT informed us that they had not yet received approval from the IGB for Charity 1.1.1.0.exe, (the software required to enable the Charity Module functionality) which NRT submitted in February, 2023. In November, 2023, IGB advised NRT that Rules had not yet been developed for this type of procedure (charity).

As of June, 2025, lifetime-to-date donations (since mid-2022) from participating Caesars Entertainment properties utilizing the NRT Charitable Module is an impactful \$5 million, benefiting organizations that include Boys & Girls Club of America and Meals on Wheels. These national organizations provide pass-through funding to many of the local affiliates where we operate. *Caesars Makes Change* also gives participating properties the flexibility to select local organizations which would help address critical needs in our communities – supporting food banks, senior centers, literacy programs and more. This flexibility allows us to tailor our giving to each of our community's unique needs.

It is our understanding that Illinois is the only state that precludes casinos from participating in this type of program. Grand Victoria is committed to helping our neighbors and would greatly appreciate IGB's consideration and approval of our participation in this charitable initiative which would benefit Illinois communities in need.



**Kathryn Miller** | Director of Compliance  
O 847-531-7730  
250 S. Grove Ave | Elgin, IL 60120