WAC 230-15-420 Resolving disputes over player-supported jackpots. (1) If a dispute arises involving the outcome of a player-supported jackpot (PSJ), Class F or house-banked licensees must:
   (a) Preserve the video recording, the winning hand and remaining deck, and all records for the game where the dispute occurred; and
   (b) Document all information about the dispute, including:
      (i) The names, addresses, and phone numbers of all players, card room staff, and any witnesses involved; and
      (ii) The amount of the advertised PSJ; and
      (iii) A full description of the circumstances surrounding the dispute; and
   (c) Notify us within twenty-four hours.
(2) We will investigate complaints involving PSJ disputes and the director may issue a written decision which is final.
(3) During the course of dispute resolution, we may become the temporary custodian of any prize funds.
(4) Class F or house-banked licensees must not award or advertise the prize amount which is in dispute until it is resolved.

[Statutory Authority: RCW 9.46.070. WSR 07-09-033 (Order 608), § 230-15-420, filed 4/10/07, effective 1/1/08.]