



Tennessee

Sports Wagering Council

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Mary Beth Thomas
Executive Director

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MEMORANDUM

TO: Tennessee Licensed Sports Wagering Operators

FROM: Mary Beth Thomas, Executive Director 

RE: Balance Refund Under Sports Wagering Council Rule 1350-01-.08(17)

DATE: September 18, 2025

This memorandum provides additional guidance specific to the refund by a Licensee of any balance remaining in a Player's closed Sports Gaming Account pursuant to Sports Wagering Council ("SWC") Rule 1350-01-.08(17).

SWC Rule 1350-01-.08(17) provides:

Licensees shall offer a readily accessible method for a Player to close his or her Sports Gaming Account. Any balance remaining in a Player's Sports Gaming Account closed by a Player shall be refunded within five (5) business days of notice from the Player to the Licensee, or pursuant to another time explicitly stated in the Licensee's House Rules or Terms and Conditions.

Pursuant to this Rule, a Licensee is required to refund *any* remaining balance, whether *de minimis* or not, in a Sports Gaming Account within five (5) business days of a Player's request to the Licensee to close his or her account. The five (5) business days begin upon the Player's request to close his or her account, and may only be modified if another time is explicitly stated in the Licensee's House Rules or Terms and Conditions. The Licensee shall refund any balance, either within the five (5) business days provided in Rule 1350-01-.08(17) or another time explicitly stated in the Licensee's House Rules or Terms and Conditions.

The only exceptions to the refund of any remaining balance upon a Player's request for account closure are if "there is a pending unresolved dispute between Player and Licensee, or there is an indication of Unusual Wagering Activity or Suspicious Wagering Activity that is being actively investigated by the Licensee, the Council, a sports governing body, or a law enforcement

agency¹.” In those instances, “[a] Licensee may withhold funds from withdrawal until all funding transactions with the Player have cleared or the chargeback period ends².”

Failure to comply with SWC Rule 1350-01-.08(17) may result in disciplinary action by the SWC.

Please do not hesitate to reach out to Stephanie Maxwell if you have any questions.

¹ SWC Rule 1350-01-.08(11).

² *Id.*