

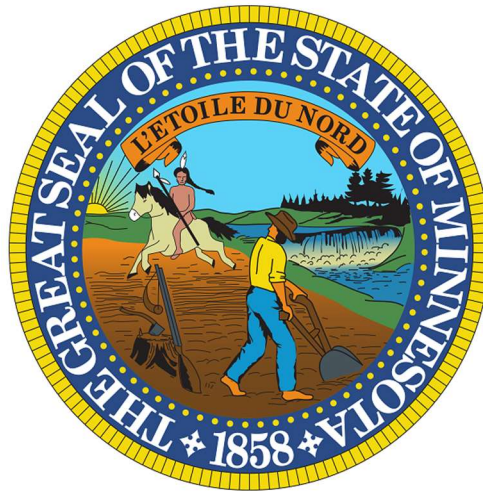


Minnesota Gambling Control Board

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Roseville, MN 55113
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State of Minnesota Gambling Control Board

Annual Report



Fiscal Year
2022

July 1, 2021 – June 30, 2022

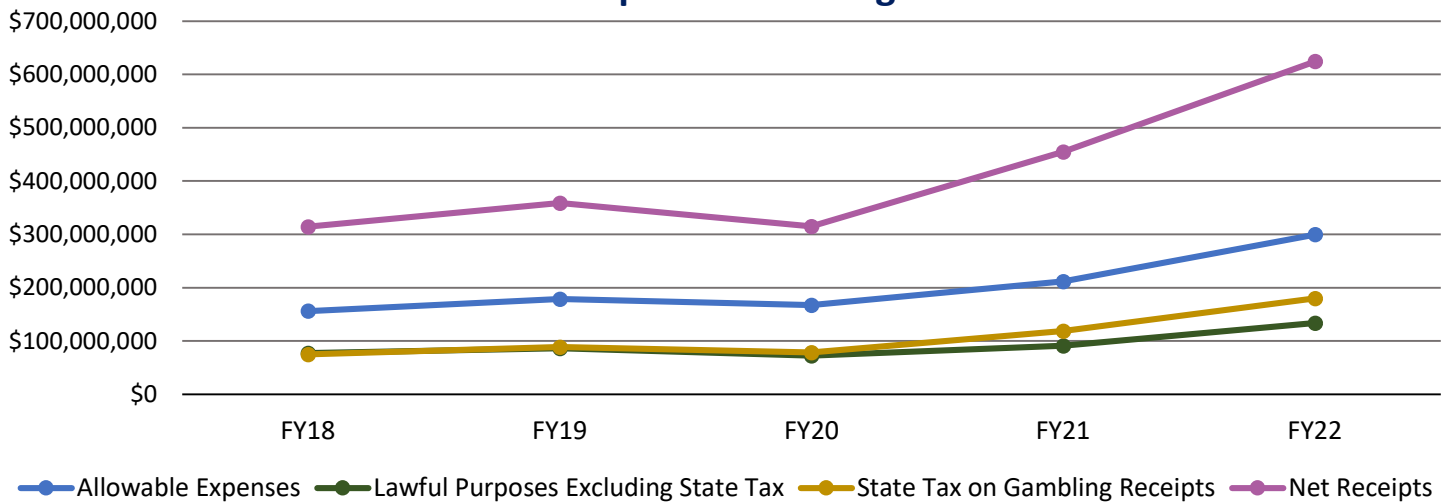
Calculation of Net Receipts		Total Expenditures	
Gross receipts (see page 3)	\$4,251,597,233	Allowable expenses ¹ (see page 6)	\$299,805,007
Prizes paid (see page 4)	– \$3,627,005,985	Lawful purposes ² (see page 7)	+ \$319,365,897
Net receipts (see page 4)	\$624,591,248	Total expenditures³	\$619,170,904

¹ Allowable expenses are the costs related to the conduct of gambling such as inventory, wages, and rent.
² Lawful purposes include charitable contributions, nonprofit program expenditures, taxes, and fees.
³ Net receipts exceeded total expenditures by \$5.4 million. These funds are available for organizations to spend in FY23.

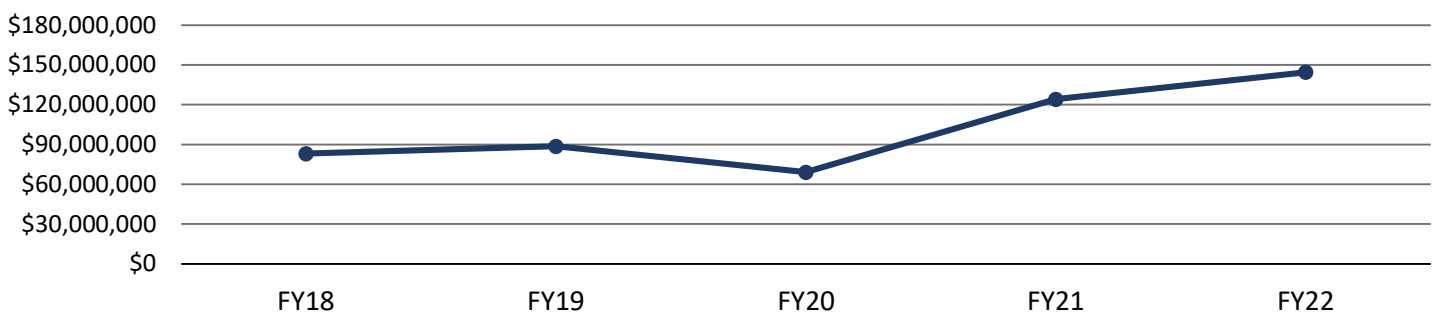
Lawful Purpose Expenditures	
Charitable contributions, nonprofit program expenditures, and regulatory fees (see page 7)	\$139,165,601
State tax (see page 8)	+ \$180,200,296
Total lawful purpose expenditures	\$319,365,897

Net Profit After State Tax	
Net receipts	\$624,591,248
Allowable expenses	\$299,805,007
State tax	– \$180,200,296
Net profit after state tax (see page 10)	\$144,585,945

Net Receipts, Allowable Expenses, State Tax, and Lawful Purposes Excluding State Tax



Net Profit After State Tax





FY22 Gambling Control Board Annual Report

Summary and Highlights

November 15, 2022

The Minnesota Gambling Control Board provides the oversight and regulation needed to ensure the integrity of operations, create educational and outreach materials, and confirm that net profits are properly used to support Minnesota nonprofit organizations and their missions. This report summarizes the lawful gambling activity from paper and electronic pull-tabs, paper and electronic bingo, raffles, paddlewheels, and tipboards for fiscal year 2022 (FY22), beginning July 1, 2021 and ending June 30, 2022.

Highlights:

- FY22 gross receipts (total sales) totaled \$4.3 billion—the largest amount ever. This is a 38% increase from FY21 and a 104% increase from FY20.
- Net profit (total sales minus prizes and minus allowable expenses) totaled \$325 million, a 33.5% increase from FY21 and a 120.2% increase from FY20.
- In FY22, Minnesota's charitable gambling resulted in \$131.5 million going to support the state's nonprofits.
- Over \$180 million went to the general fund through the taxes collected on gambling receipts.
- Pull-tabs made up 96% of total sales (paper pull-tabs 50.1% and electronic pull-tabs 45.6%).
- Pull-tab gross receipts (paper and electronic) increased 37.4% in FY22, while gross receipts for all other forms of lawful gambling increased 58.8%.
- Paper bingo gross receipts totaled \$76.2 million, a 62.8% increase from FY21.
- 2,857 new games were approved for sale in Minnesota in FY22.
- As of June 30, 2022, there were 1,140 licensed organizations conducting lawful gambling at 2,988 locations throughout Minnesota. The number of organizations and locations has remained relatively constant over the past five years.

FY22 was a record year for charitable gambling in Minnesota. The Gambling Control Board and staff continue to diligently provide oversight and regulation of this multibillion-dollar industry – the largest in the nation.

Respectfully submitted,

Geno Fragnito
Board Chair

Tim Mahoney
Executive Director

For information on:

FY22 at a glance
Agency budget and licensing data
Gross receipts
Prizes paid and net receipts
Distribution of net receipts
Allowable expenses

See page

Inside Front Cover
2
3
4
5
6

For information on:

Lawful purpose expenditures
State taxes on gambling receipts
Net profit after state tax
FY22 "Top Ten" lists
Exempt and excluded activity
Board mission and members

See page

7
8-9
10
11
12
13

Agency Statement of Receipts and Expenditures (rounded to nearest \$1,000)

License/permit/testing fees ¹	\$1,639,690
Regulatory fee.....	\$5,314,497
<u>Total Gambling Control Board fees collected²</u>	<u>\$6,954,187</u>
Legislative appropriation	\$5,728,000
Expenditures	\$3,795,232
<u>Unused appropriation returned to dedicated account.....</u>	<u>\$1,932,768</u>
Civil penalties, fines (consent orders, citations) deposited into the state’s general fund	\$25,100

¹ Includes manufacturer, distributor, distributor salesperson, linked bingo game provider, organization, and gambling manager licenses, and premises permit, exempt permit, and game approval/testing fees.

² Fees collected are assigned to a designated account controlled by legislative appropriation.

Board-Issued Licenses and Permits as of June 30, 2022

9	Manufacturers	Produce and sell gambling equipment (pull-tab games, bingo paper, bingo ball selection devices, etc.) to licensed distributors.
2,857	Games	Manufacturer-produced games tested/approved for sale to licensed distributors.
2	Linked bingo game providers	Provide electronic linked bingo games to licensed lawful gambling organizations.
9	Distributors	Businesses that sell gambling equipment to licensed, exempt, and excluded lawful gambling organizations.
98	Distributor salespersons	Distributor employees licensed to sell gambling equipment to nonprofit organizations.
1,140	Licensed organizations	Nonprofit organizations licensed to conduct gambling at permitted premises.
		<u>Type of Nonprofit Organization</u>
		<u>Count</u> <u>Percent</u>
		Veterans—American Legions, VFWs, and Auxiliaries 293 26%
		Fraternal—Eagles, Moose, Elks, Lions 225 20%
		Youth sports and activities 211 19%
		Firefighter relief associations 177 16%
		Civic, religious, outdoor, and other misc. organizations <u>234</u> <u>19%</u>
		Total licensed organizations 1140 100%
1,140	Gambling managers	Members of licensed nonprofit organizations responsible for supervising organizations’ lawful gambling operations.
2,988	Premises permits	Permits a licensed organization to conduct lawful gambling at a location.
2,984	Exempt permits	2030 nonprofit organizations were issued permits to conduct limited gambling on up to five days per calendar year. 2984 activities were conducted in FY22 (July 1, 2021 – June 30, 2022) with tax-exempt total sales of \$51,912,685. These receipts are not included in the total sales amounts for licensed organizations. See page 11 for additional information.
509	Excluded permits	286 nonprofit organizations were issued permits to conduct 509 excluded bingo activities. “Excluded” bingo may be conducted for four or fewer annual events or be conducted up to 12 consecutive days in conjunction with a county fair, civic celebration, or the State Fair. Sales amounts from excluded organizations are not included in the licensed organization totals.

FY22 Gross Receipts (\$4.2 billion)

Licensed Organizations

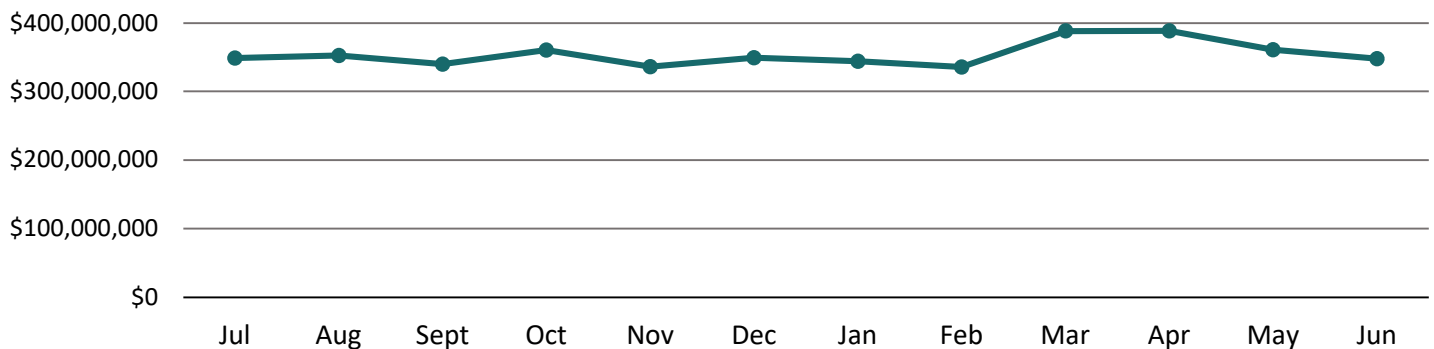
2022 Fiscal Year Sales Activity Summary (in \$1,000s)

Activity	Gross Receipts ¹		Prizes Paid		Net Receipts ²	
	FY22	FY21	FY22	FY21	FY22	FY21
Pull-tabs - Paper	\$2,131,293	\$1,682,732	\$1,824,415	\$1,437,154	\$306,878	\$245,578
Pull-tabs - Electronic	\$1,940,575	\$1,280,540	\$1,670,572	\$1,100,679	\$270,003	\$179,861
Bingo - Paper	\$76,203	\$46,801	\$56,963	\$35,360	\$19,240	\$11,441
Bingo - Electronic	\$54,972	\$33,402	\$43,977	\$27,188	\$10,995	\$6,214
Tipboards - Sports	\$2,586	\$1,205	\$2,038	\$934	\$548	\$271
Tipboards - Non-sports	\$13,639	\$10,011	\$10,198	\$7,486	\$3,441	\$2,525
Paddlewheel - w/table	\$3,783	\$2,158	\$3,263	\$1,885	\$520	\$273
Paddlewheel - w/o table	\$14,369	\$9,805	\$9,290	\$6,349	\$5,079	\$3,456
Raffles	\$14,020	\$9,653	\$6,289	\$4,417	\$7,731	\$5,236
Interest	\$158	\$140	\$0	\$0	\$158	\$140
Totals	\$4,251,598	\$3,076,447	\$3,627,005	\$2,621,452	\$624,593	\$454,995

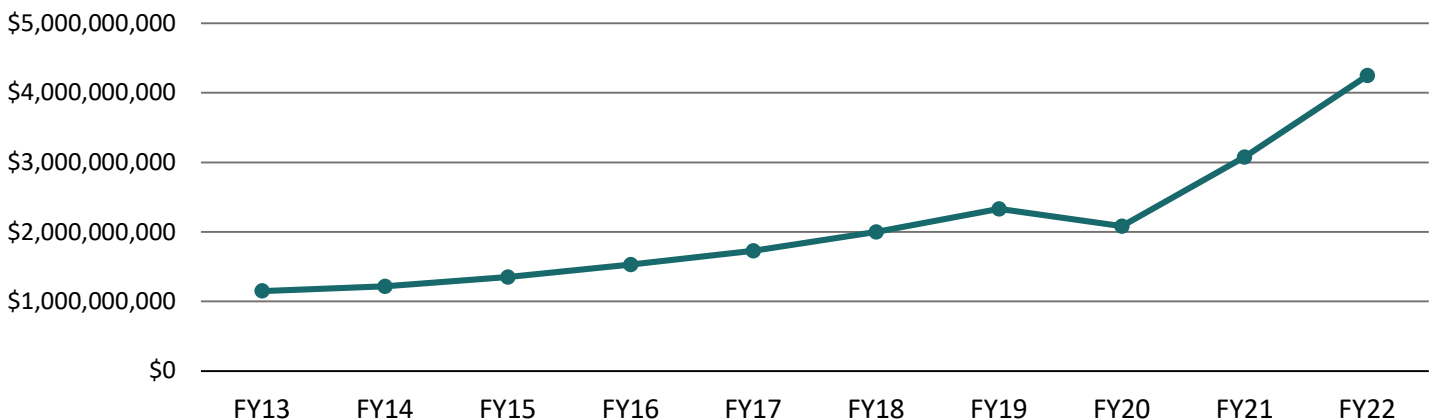
¹"Gross receipts" means the amount wagered.

²"Net receipts" means the amount wagered that was not returned to players in prizes.

FY22 Gross Receipts by Month



Annual Gross Receipts - 10 Years

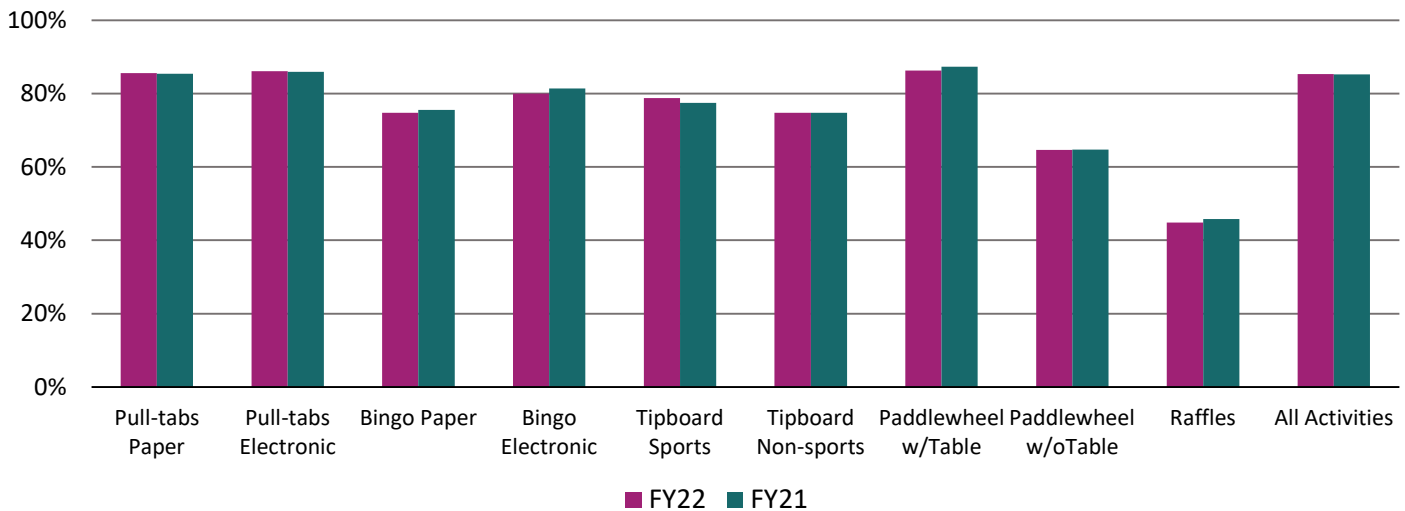


Prizes Paid (\$3.6 billion) and Net Receipts (\$625 million)

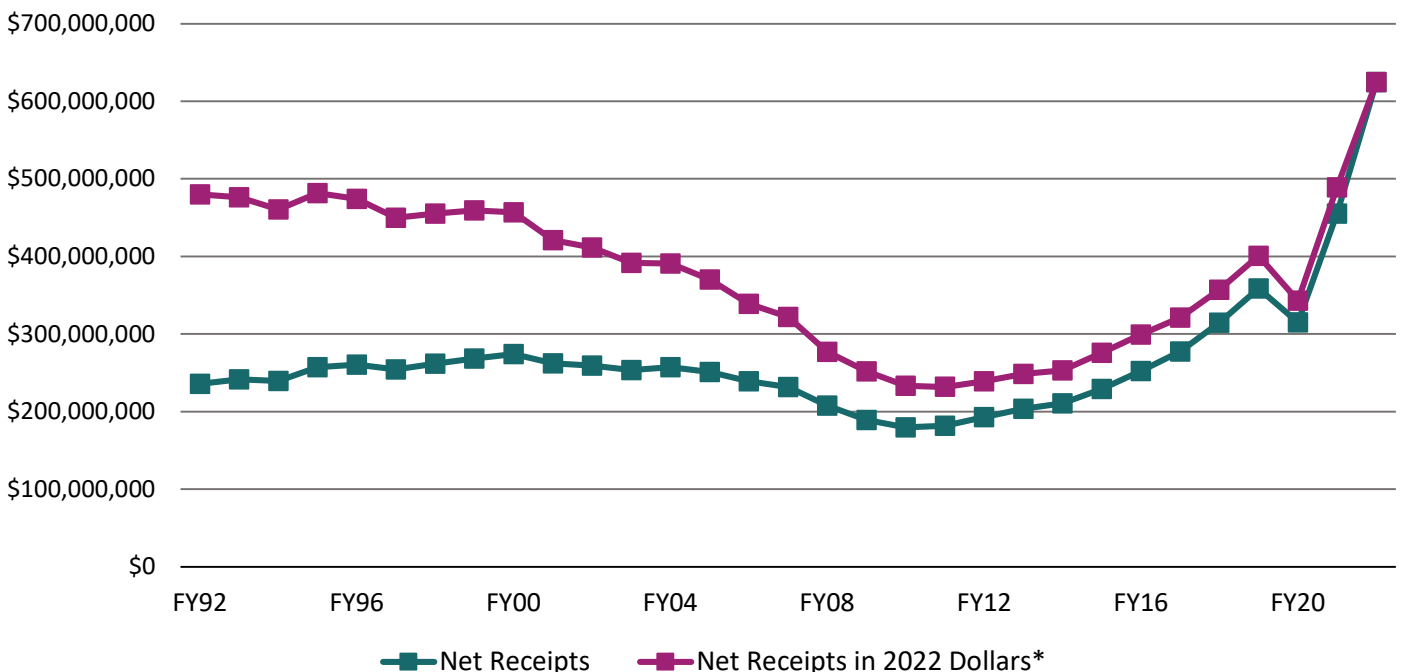
Licensed Organizations

Calculation of Net Receipts		Annual gross receipts increased 269% from FY13 to FY22, while annual net receipts increased just 206%. This was due to the average prize payout percentage increasing from 82.3% to 85.3% over the same ten-year period.
Gross receipts	\$4,251,597,233	
Prizes paid	– \$3,627,005,985	
Net receipts	\$624,591,248	

Average Prize Payout Percentage by Activity

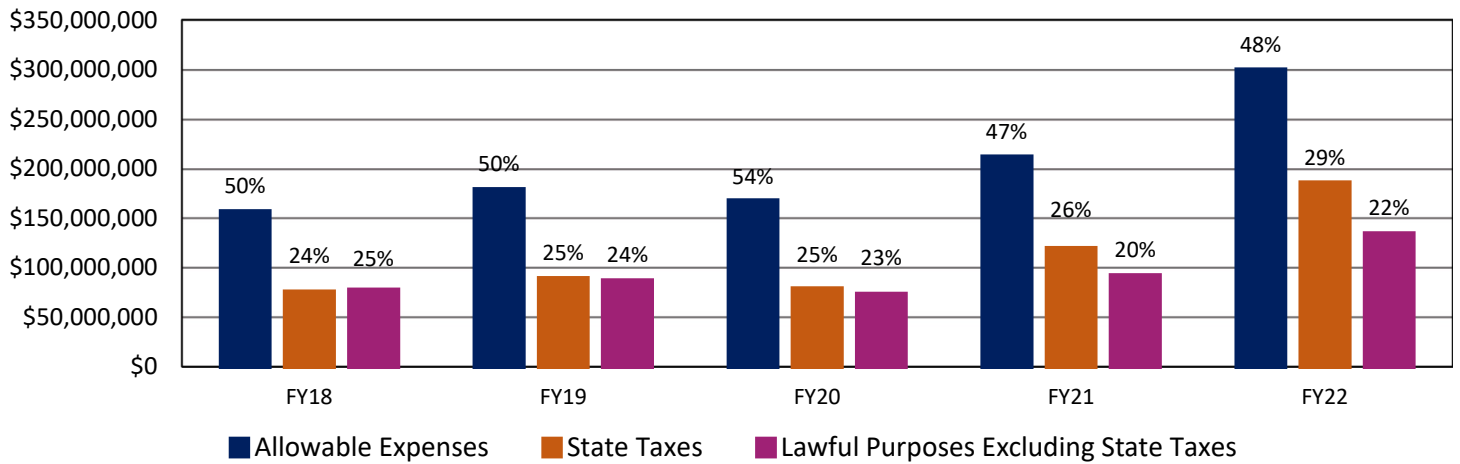


Inflation-Adjusted Annual Net Receipts – Historical

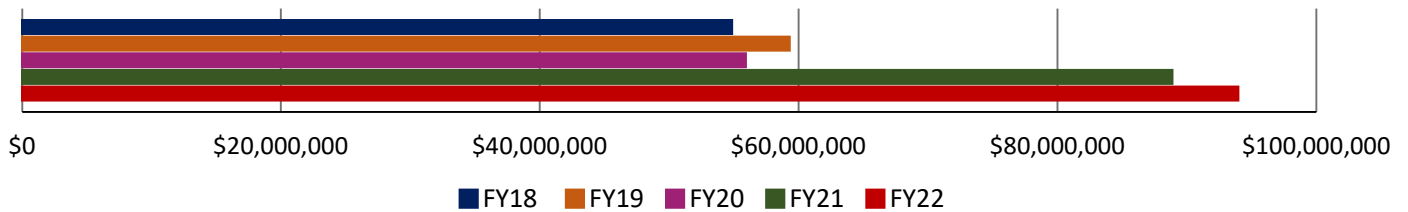


* The U.S. Bureau of Labor Statistics CPI Inflation Calculator was used to determine the value of previous years' net receipts in 2022 dollars.

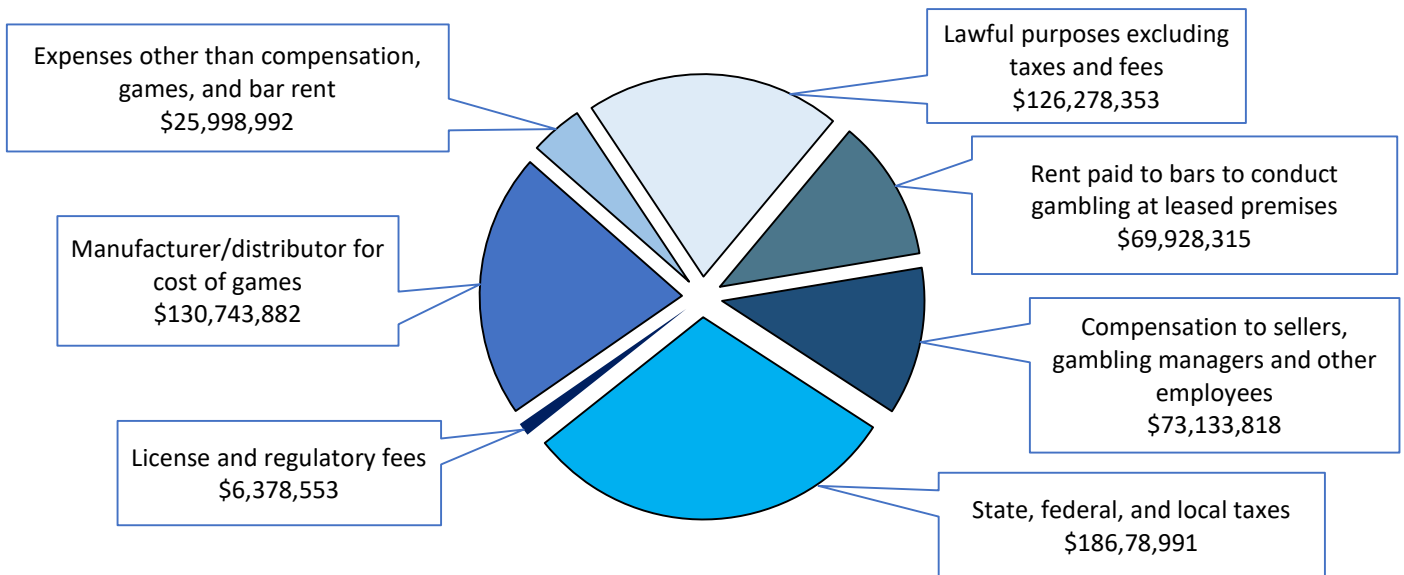
Expenditures by Category and Percentage of Net Receipts



Fiscal Year-End Profit Carryover (cummulative retained cash and prizes not yet awarded)



Where Lawful Gambling Dollars Were Spent (\$619 million)*



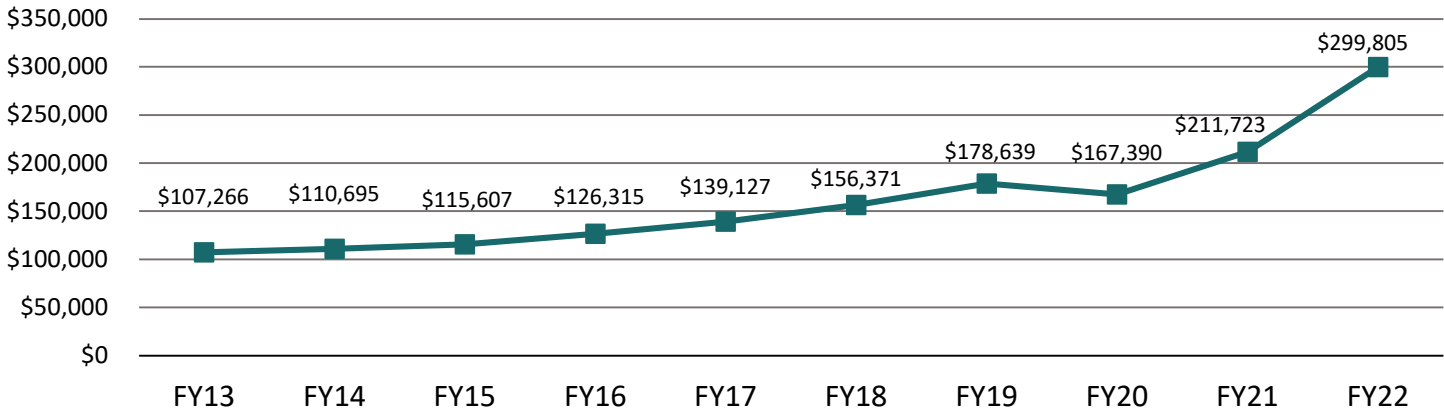
* Excluding prizes, organizations spent \$619,170,904 in FY22. Approximately \$5.4 million of FY22 lawful gambling profits remained unspent at the end of the fiscal year.

Allowable Expenses (\$300 million)

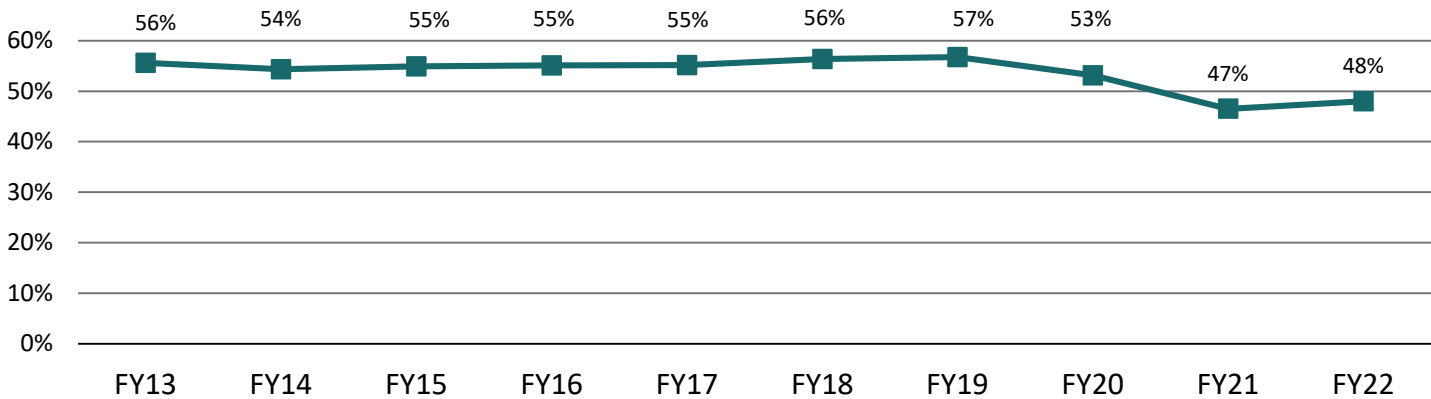
Licensed Organizations

Allowable expenses are operating costs related to the conduct of gambling. Examples include product costs, rent paid to sites, wages, accounting fees, and supplies.	Allowable Expenses	\$299,805,007
	Lawful Purposes	+\$319,365,897
	Total Expenditures	\$619,170,904

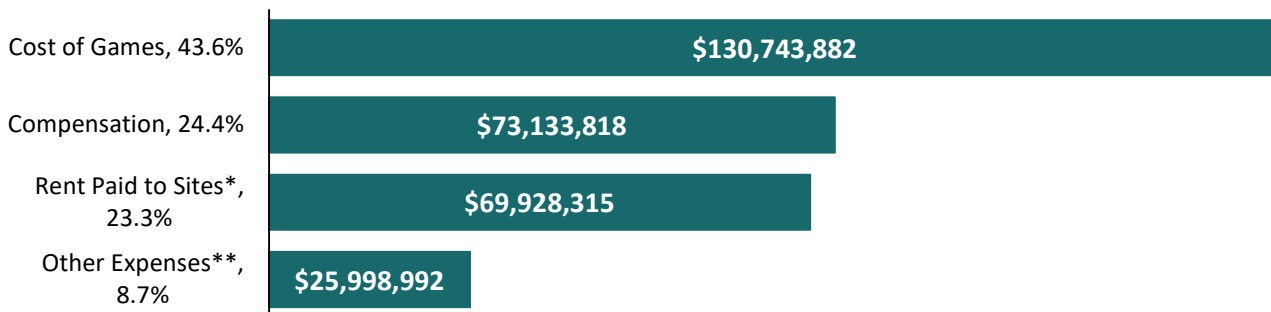
Total Allowable Expenses - 10 Years (in \$1,000s)



Allowable Expenses as a Percentage of Net Receipts - 10 Years



FY22 Allowable Expenses by Category



* See page 10 for rent totals from FY18 – FY22.

** Other expenses include accounting fees, office equipment and supplies, travel expenses, gambling manager's bond, and cash shortages.

Lawful Purpose Expenditures (\$319 million)

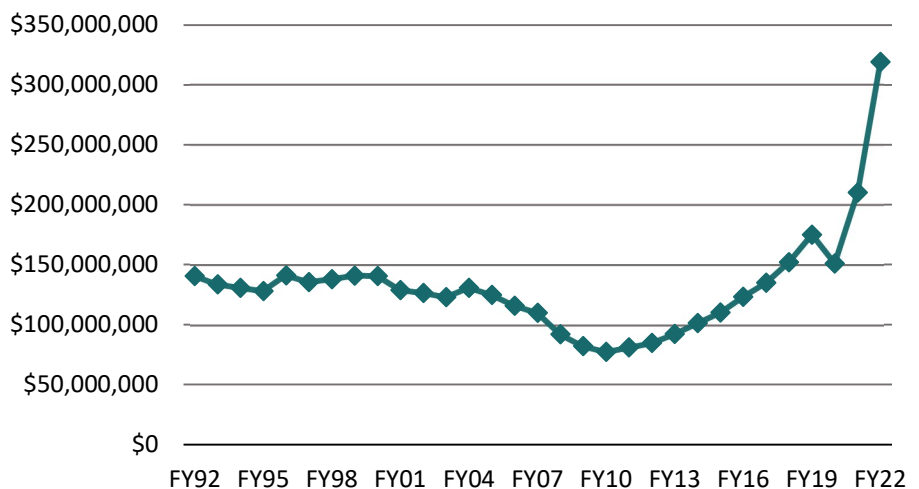
Licensed Organizations

<p>Lawful gambling net profits (net receipts less allowable expenses) may be spent for the lawful purposes described below. The total expended in each category is based on amounts reported to the Board by licensed organizations each month.</p> <p>Each organization’s fiscal-year lawful purpose expenditures must equal or exceed 30% of that year’s net receipts (20% for organizations that conduct gambling exclusively at locations where the primary business is the conduct of bingo).</p>	Net receipts	\$624,591,248
	Allowable Expenses	\$299,805,007
	Retained Earnings	\$5,420,344
	Lawful Purpose Expenditures	\$319,365,897

State gambling taxes.....	\$180,200,296	Recognition of military service and support of non-licensed veterans’ clubs	\$2,376,732
Contributions to/expenditures by 501(c)(3) or 501(c)(4) festival organizations.....	\$54,166,758	Religious purposes.....	\$1,209,352
Programs/projects by the United States, the State of Minnesota, or local units of government (excluding taxes).....	\$23,942,323	Wildlife management projects, grooming and maintaining snowmobile and all-terrain vehicle trails approved by DNR, and monitoring surface water quality.....	\$1,306,197
Youth activities.....	\$17,004,066	Contributions to another licensed organization or parent organization (with Board approval).....	\$753,352
Specific utility costs by licensed veterans and fraternal organizations.....	\$5,577,901	Congregate dining, nutritional programs, or food shelves for the disabled or persons age 62 and older.....	\$507,571
Public or private nonprofit educational institutions and scholarships.....	\$7,506,519	Membership events by licensed veterans organizations.....	\$276,751
Lawful gambling license & regulatory fees.....	\$6,378,553	Community arts organizations or program sponsorships.....	\$140,914
Local and federal gambling taxes.....	\$6,508,695	Recognition of humanitarian service.....	\$109,721
Relieving effects of poverty, homelessness, or disabilities.....	\$3,916,872	Compulsive gambling programs.....	\$1,000
Acquisition or improvement of qualifying capital assets or real property of organization-owned buildings.....	\$5,070,803		
Real estate taxes.....	\$2,408,613		

Lawful Purpose Program Expenditures, Taxes, and Fees (in \$1,000s)	
State taxes on gambling receipts	\$180,200
Charitable contributions and other program expenditures	\$126,277
Board license and regulatory fees	\$6,379
Federal, local, and unrelated business income taxes	\$6,509
Total lawful purpose expenditures	\$319,365

Lawful Purpose Expenditures - Historical



State Taxes on Gambling Receipts (\$180 million)

Licensed Organizations

State taxes on lawful gambling include the “net receipts tax” and the “combined net receipts tax”. Under state statute, these taxes are categorized as “lawful purpose expenditures”.

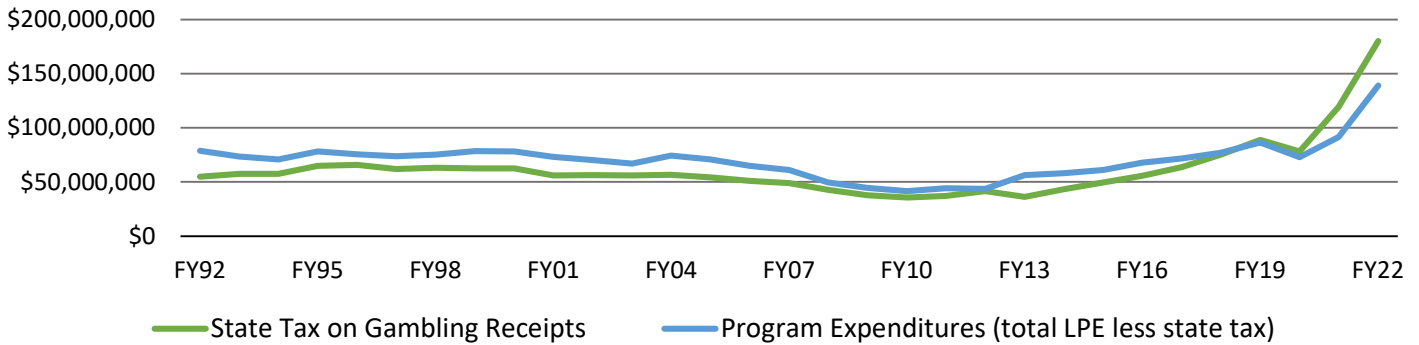
Net receipts tax is an 8.5% tax on the net receipts from paper bingo, raffles, and paddlewheels.

Combined net receipts tax is a progressive tax on the net receipts from electronic and paper pull-tabs, tipboards, electronic linked bingo, and interest. Each fiscal year, an organization’s first \$87,500 of net receipts from these activities is taxed at 9%, the next \$35,000 is taxed at 18%, the next \$35,000 is taxed at 27%, and net receipts over \$157,000 are taxed at 36%.

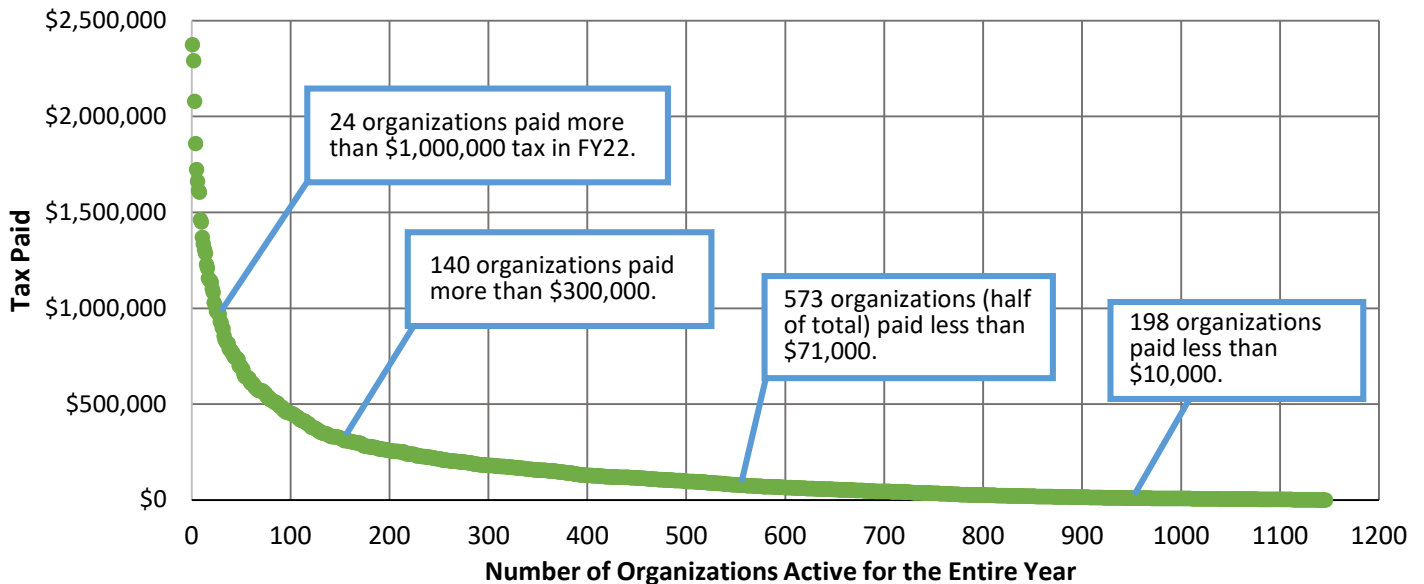
FY21 and FY22 Totals by Tax Type		
Tax Type	FY22	FY21
Net receipts tax	\$2,768,421	\$1,601,000
Combined net receipts tax	\$177,431,875	\$117,495,000
Total state gambling tax	\$180,200,296	\$119,096,000

State Tax as % of Gross and Net Receipts			
FY	Tax Paid	% Gross Receipts	% Net Receipts
FY22	\$180,200,296	4.2%	28.9%
2021	\$119,096,000	3.9%	26.2%
2020	\$78,303,000	3.8%	24.9%
2019	\$88,777,000	3.8%	24.8%
2018	\$75,178,000	3.7%	23.8%
2017	\$63,632,000	3.7%	22.9%

State Tax and Program Expenditures - Historical



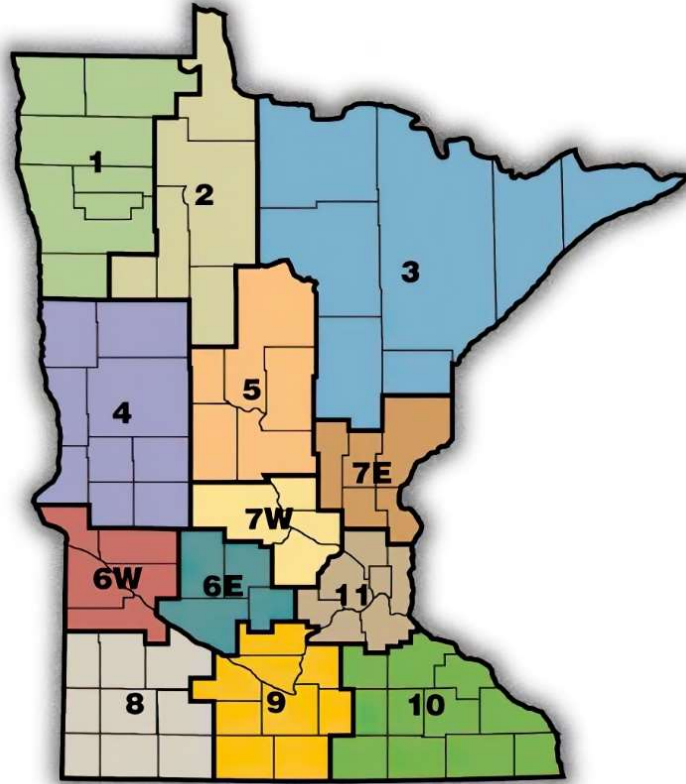
Distribution of FY22 State Tax Paid by Each Licensed Organization



State Taxes on Gambling Receipts (*\$180 million*)

Licensed Organizations

Average State Tax on Lawful Gambling Receipts and Percentage of Total State Tax Paid by Economic Development Region (EDR)

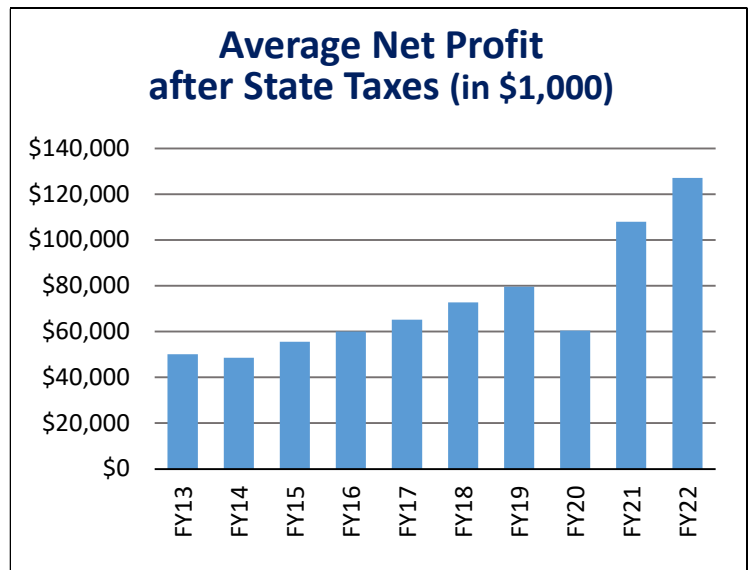
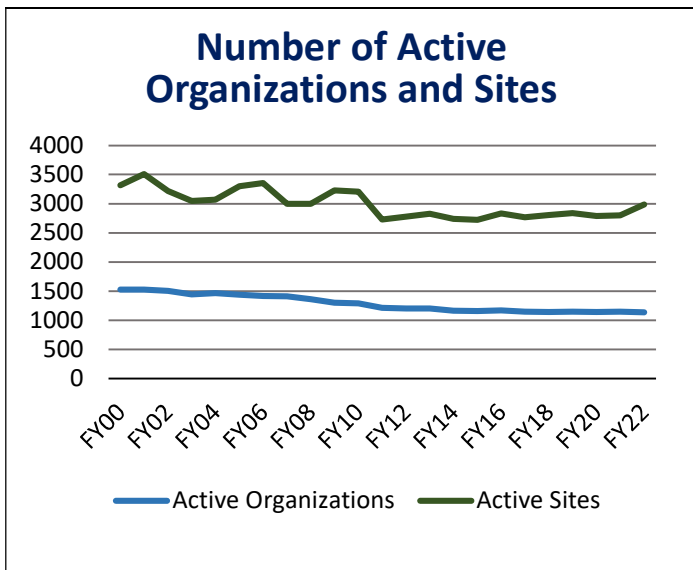
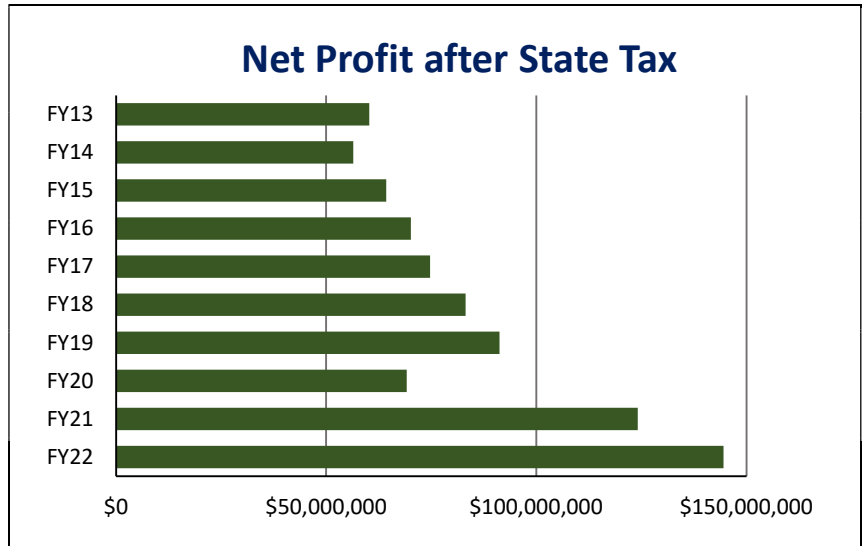


Region ¹	Tax	Average Tax Rate	% of Total Tax Paid
EDR 1 Northwest	\$2,523,032	19.1%	1.4%
EDR 2 Headwaters	\$2,103,442	24.5%	1.2%
EDR 3 Arrowhead	\$8,528,639	24.2%	4.7%
EDR 4 West Central	\$9,295,637	20.6%	5.2%
EDR 5 North Central	\$13,447,349	26.9%	7.5%
EDR 6E Southwest Central	\$3,140,801	21.4%	1.7%
EDR 6W Upper Minnesota Valley	\$1,008,760	18.6%	0.6%
EDR 7E East Central	\$7,183,084	28.2%	4.0%
EDR 7W Central	\$21,852,105	29.6%	12.1%
EDR 8 Southwest	\$1,330,605	16.7%	0.7%
EDR 9 South Central	\$10,913,962	25.7%	6.1%
EDR 10 Southeast	\$17,699,493	26.1%	9.8%
EDR 11 7 County Twin Cities	\$81,173,388	30.3%	45.0%

Net Profit after State Taxes (\$144 million)

Licensed Organizations

FY22 Net Profit After State Taxes	
Net receipts	\$624,591,248
Allowable expenses	– \$299,805,007
State tax	– \$180,200,296
Net profit after state tax	\$144,585,945

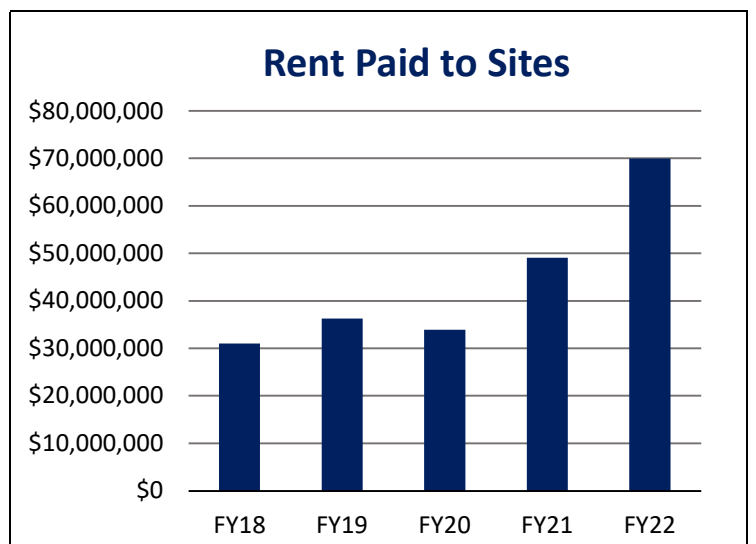


An organization that conducts lawful gambling at a site it owns may use lawful gambling proceeds to pay the property taxes for that site.

For sites that are not owned, an organization may lease space for the conduct of gambling. Nearly all rent is paid at the following rates:

- 10% of net receipts with a monthly cap of \$1,750 if the organization’s employees conduct the gambling;
- 20% of net receipts less cash shortages for paper pull-tabs if the site owner’s employees conduct the gambling; and
- 15% for electronic pull-tabs and electronic linked bingo if the site owner’s employees conduct the gambling.

Rent paid to site owners in 2022 totaled \$69.9 million, a 125.7% increase since 2018.



Top Ten Organizations by Gross Receipts (Total Sales)

Organization (# of sites as of June 30, 2022)	Total Sales	Prizes	Net Receipts
Merrick Inc (22)	\$50,000,948	\$42,147,939	\$7,853,010
White Bear Lake Area Hockey Assoc (7)	\$46,703,544	\$39,976,811	\$6,726,733
Northwest Area Jaycees (16)	\$40,957,882	\$35,656,955	\$5,300,927
Centennial Youth Hockey Assoc (8)	\$39,674,943	\$35,006,821	\$4,668,122
Confidence Learning Center (34)	\$37,788,469	\$31,844,926	\$5,943,543
St. Cloud Youth Hockey Association (6)	\$36,403,144	\$31,541,526	\$4,861,619
Amvets Post 1 Mendota (15)	\$35,562,450	\$31,012,044	\$4,550,406
Community Charities of Minnesota (29)	\$31,075,723	\$26,584,716	\$4,491,007
Eagan Hockey Assoc (5)	\$30,964,051	\$27,243,525	\$3,720,526
Irving Community Association (26)	\$29,857,820	\$25,654,176	\$4,203,644

Top Ten Organizations by Net Profit¹ Less Taxes and Fees²

Organization	Amount	Organization³	% of Net Receipts
White Bear Lake Area Hockey Assoc	\$1,345,640	Woodland Amateur Hockey Association	88.0%
Blaine Youth Hockey Assoc	\$1,238,121	Knights of Columbus Council 1575 Fairmont	82.0%
Confidence Learning Center	\$1,043,765	Eagles Aerie 3394 Fairmont	81.3%
Burnsville Savage Lions Club	\$987,162	A.B.A.T.E. of Minnesota	80.9%
Centennial Youth Hockey Assoc	\$960,071	New Market-Elko-Webster Lions Club	80.6%
Rogers Youth Hockey Association	\$918,280	American Legion Post 118 Wayzata	78.5%
Eagan Hockey Assoc	\$904,065	Heritage Community Center	77.9%
Merrick Inc	\$895,281	American Legion Post 391 Storden	69.1%
Andover Huskies Youth Hockey Assoc	\$836,082	American Legion Post 464 Brewster	68.3%
Blaine Festival	\$835,546	American Legion Post 317 Emmons	68.2%

¹ Total sales less prizes paid less allowable expenses.

² State, local, and federal taxes on gambling receipts plus state licensing and regulatory fees.

³ Organizations reporting FY22 gross receipts of \$50,000 or more.

Exempt and Excluded Activity

Full Licensure not Required

Minnesota Statutes, Section 349.166, allows organizations to conduct some limited lawful gambling activities without obtaining an annual license from the Board or complying with certain regulations (such as having a licensed gambling manager or having two signatures on all gambling account checks). These non-licensed activities are classified as either “exemptions” or “exclusions”.

State Tax on Net Receipts Waived

Exempt and excluded gambling activity is not subject to either the net receipts tax or the combined net receipts tax.

Exempt Lawful Gambling

The Board may issue a nonprofit organization an “exempt permit” if it only conducts lawful gambling on five or fewer days in a calendar year (January 1-December 31) and does not award more than \$50,000 in prizes for lawful gambling during that calendar year.	Activity	Gross Receipts	Profit
	Raffles	\$48,580,385	\$30,126,516
	Bingo	\$2,375,609	\$1,319,173
	Pull-Tabs	\$682,370	\$193,695
	Paddlewheel	\$191,680	\$47,513
	Tipboards	\$82,641	\$39,525
	Tax-Exempt Totals	\$51,912,685	\$31,716,422

Excluded Lawful Gambling*

Excluded Raffles

A nonprofit organization may conduct a raffle without a license or permit if, for the calendar year, the total value of all prizes donated and purchased is less than \$1,500, OR if the organization is a 501(c)(3) and the total value of all prizes donated and purchased for one event does not exceed \$5,000.

Excluded Bingo

A nonprofit organization may obtain a permit to conduct excluded bingo if bingo is conducted at 4 or fewer events during the year or if bingo will be conducted 12 or fewer consecutive days in conjunction with a county fair, civic celebration, or the Minnesota State Fair. No fee is required to apply for this permit.

Senior Citizen Bingo

Bingo may be conducted in a nursing home or a senior citizen housing project or by a senior citizen organization if the prizes for a single game do not exceed \$10 and total prizes for the day do not exceed \$200. Only residents and their guests are allowed to play.

* No financial reports are required for excluded lawful gambling.

Gambling Control Board Mission and Members

Board Mission and Functions

The Gambling Control Board regulates the lawful (charitable) gambling industry to ensure the integrity of operations and provide for the lawful use of net profits. The Board performs many tasks to accomplish this mission including an in-depth licensing process, monitoring of licensees' gambling activities and expenditures, and providing education and technical assistance to our clientele regarding a wide range of licensing and compliance questions. Staff conducts compliance audits of organizations' operations, performs inspections of lawful gambling sites, investigates alleged misconduct, theft, and fraud, monitors daily electronic game activity, and tests each electronic and paper game made available for play in Minnesota.

Audits, Inspections, and Investigations

Regulation and guidance are provided to licensed organizations through compliance audits, inspections, and investigations. Organizations are notified of areas that are working well and areas that may require correction. Site inspections are routinely performed to determine if gambling is conducted in compliance with gambling statutes and rules. Board staff also conducts investigations into allegations of misconduct, theft, and fraud.

Education

Education is provided to organizations through the following opportunities:

- **Continuing Education.** Gambling managers are required to complete one continuing education class each calendar year. Continuing education courses were offered online in FY22. Classes are free and available to the public.
- **Gambling Manager Seminars.** A required multi-day online Gambling Manager Seminar is offered monthly for all prospective gambling managers and CEOs of newly licensed organizations. At the end of each seminar, gambling managers are required to pass a test to be eligible for licensure.
- **Mentoring.** The Board's mentoring program provides one-on-one training to organizations on how to properly manage their gambling operation and comply with all reporting requirements.

Monthly Financial Reports

Licensed organizations are required to file a financial report with the Board each month. The report includes information on the organization's receipts and expenses for each site where gambling was conducted, a listing of its lawful purpose expenditures, and a reconciliation of its profit carryover with its bank balance. These reports are used to monitor gambling activity, identify potential problems, and ensure transparency of operations for organization members and the public.

Website

The Board makes several publications available to the public on its website (www.mn.gov/gcb).

- **Gaming News.** The Board's quarterly newsletter provides information on compliance, licensing, and education issues. *Gaming News* also includes information on legislative and rule changes, continuing education classes, forms, and Board activities. In addition to being available on the website, gambling managers and CEOs are emailed a link to each new edition of *Gaming News* upon publication.
- **Lawful Gambling Manual.** The *Lawful Gambling Manual* is a reference guide for CEOs, gambling managers, and organizations. The manual is divided into indexed chapters that are easily referenced for:
 - licensing requirements;
 - conducting paper and electronic pull-tabs, paper and electronic bingo, raffles, paddlewheels, and tipboards;
 - establishing and maintaining adequate internal controls over the gambling operation;
 - how net receipts may be spent; and
 - record-keeping and reporting procedures and requirements.
- **Other Information.** Agency annual reports, lists of licensees, staff contact information, links to statutes and rules, forms, crime alerts, bulletins, and many more publications are available on the Board's website.

Board Members

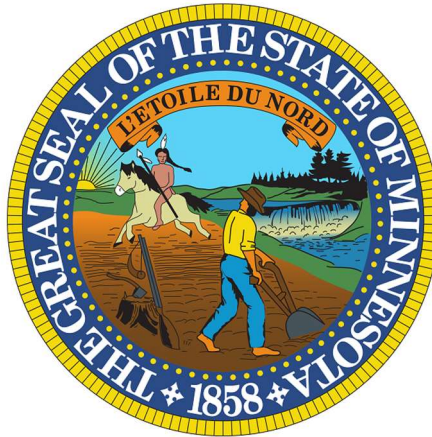
The Gambling Control Board is comprised of seven members. Five are appointed by the Governor. The Attorney General and Commissioner of Public Safety each appoint one of the remaining two members.

Member	Appointed By:	Term
Geno Fragnito, Chair, Woodbury	Governor	9/18 to 6/22
James Nardone, Vice Chair, Grand Rapids	Governor	6/21 to 6/24
Norman Pint, Secretary, New Prague	Public Safety	7/19 to 6/23
Beth Pinkney, Woodbury	Governor	9/18 to 6/22
William English, Plymouth	Attorney General	9/19 to 6/23
Janet Lorenzo, Inver Grove Heights	Governor	7/21 to 6/24
Vacant	Governor	N/A

Minnesota Gambling Control Board

www.mn.gov/gcb

651-539-1900



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Roseville, MN 55113

Fergus Falls Regional Office:

Minnesota Gambling Control Board
1415 College Way
Fergus Falls, MN 56537

Hibbing Regional Office:

Minnesota Gambling Control Board
522 East Howard Street, Suite 208
Hibbing, MN 55746

Mankato Regional Office (mailing address):

Minnesota Gambling Control Board
1819 Adams Street, #402
Mankato, MN 56001

This publication will be made available in alternative format (large print, braille) upon request.

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