



VIDEO GAMBLING MACHINE MALFUNCTION FORM

This form is to be filled out and submitted to the department within 24 hours of any suspected or confirmed software or hardware malfunctions per ARM 23.16.1903.

(Note: Attach to this form the VGM audit ticket, a copy of the ticket voucher in question, if applicable, and any supporting statements or documentation.)

Office Use Only

- Valid Ticket Voucher
- Invalid Ticket Voucher

Follow-Up Contact

- Operator
- VGM Owner
- Player

Establishment Name (DBA) _____

Operator Number _____ - _____ - GOA Manager on Duty _____

Contact Name _____

Phone _____ Email _____

VGM Owner Name (DBA) _____

VGM Owner ID _____ - _____ - MDR **OR** Same as GOA

Contact Name _____

Phone _____ Email _____

Player Name _____

Phone _____ Email _____

Mailing Address _____

Street, Suite No

City

State

Zip

Please provide a detailed description of the perceived malfunction including Game Title being played:

Was the Ticket Voucher printed? Yes No
 If yes, was the Ticket Voucher paid? Yes No
 If no, was the player paid via hand-pay? Yes No
 If yes, amount paid: \$ _____
 Was the machine immediately suspended from play? Yes No
 Audit Ticket attached.
 Copy of Ticket Voucher in question attached.

When was the machine owner contacted? Date _____ Time _____
 (If machine owner is different than GOA)

MACHINE INFORMATION

MACHINE MANUFACTURER/MODEL	
VGMID/SERIAL NUMBER	
PROGRAM NUMBER (SEE AUDIT TICKET)	

MECHANICAL READINGS AT TIME OF SERVICE

IN	
PLAYED	
WON	
PAID	

ELECTRONIC READINGS AT TIME OF SERVICE

IN	
PLAYED	
WON	
PAID	
CURRENT CREDITS (IF AVAILABLE)	

I certify that this information is true and correct.

 Authorized Signature (GOA or Machine Owner) Print Name of Person Signing Date

Please submit Form 50 and supporting documents, within 24 hours of the suspected or confirmed malfunction, to:

Montana Department of Justice, Gambling Control Division
 615 South 27th St., Suite A • Billings, MT 59101
 Phone: (406) 896-4300 • Fax: (406) 896-4308
 Email: gcd@mt.gov • www.dojmt.gov/gaming/