



October 20, 2026

The Honorable Richard Blumenthal, Valerie P. Foushee, and Paul D. Tonko

Re: Response to Senator Blumenthal and Representatives Foushee and Tonko's Request for Information Dated October 6, 2026

Dear Senator Blumenthal and Representatives Foushee and Tonko:

On behalf of FanDuel Group ("FanDuel"), thank you for your October 6, 2026, letter, requesting information concerning FanDuel's VIP program, the Cameos FanDuel has sent to a small number of VIP customers, and FanDuel's commitments to customer protection and responsible gaming.

FanDuel shares your commitment to protecting bettors from gambling-related harm. As described in our previous letters of August 14 and September 24, 2026, FanDuel has invested in, and will continue to invest in, responsible gaming technology, tools, and training designed to protect our customers and to help them manage their engagement with our platform at a level appropriate for them.

FanDuel also recognizes the concerns raised in your letter and has reviewed our Cameos practice in light of those concerns. FanDuel identified approximately thirty Cameos involving athletes or entertainers that were sent to a small number of VIP customers during the two-year period addressed in our prior response. The Cameos were obtained as customer-appreciation gestures and were not commissioned or sent to induce continued gambling. Like customer-loyalty programs in many industries, the VIP program is intended to provide enhanced service and encourage customers who choose to wager to use FanDuel rather than another platform. FanDuel remains committed to ensuring that customer-appreciation efforts operate consistently with its responsible gaming obligations and internal controls.

These personalized gestures are subject to FanDuel's broader responsible gaming framework. FanDuel empowers customers to manage their play because our goal is to build a customer base that enjoys FanDuel at a level that is right for them, not to maximize wagering activity. For example, if a customer asks to close an account, FanDuel helps them do so. If a customer tells FanDuel or a VIP Account Manager that the customer is trying to reduce their play, FanDuel helps that customer use FanDuel's responsible gaming tools or refers the account to FanDuel's Responsible Gaming team for evaluation and, where appropriate, further action. Depending on the circumstances, those actions may include a temporary suspension, an operator-imposed deposit limit, or permanent exclusion from the platform.

FanDuel also uses both automated and manual tools to try and identify customers who may be experiencing gambling-related harm. These include Real-Time Check-In, which uses machine



learning to flag deposits that are inconsistent with a customer's established pattern, and FanDuel's broader proactive reviews, which consider factors including customer language, changes in wagering and deposit patterns, and the length of time spent on the platform. FanDuel's VIP Account Managers are trained to recognize potentially concerning customer statements, ranging from request for exclusion to language suggesting a risk of self-harm, and to escalate them promptly to FanDuel's Responsible Gaming team.

VIP Account Managers must communicate with their assigned customers only through approved company channels. They may not use personal email accounts or personal phones to contact a customer. In addition, any VIP reward above specified thresholds must receive additional approval before it can be offered. If FanDuel determines that a VIP Account Manager's communication was inappropriate, FanDuel takes appropriate disciplinary action, up to and including termination. These controls are designed to prevent information used to identify potential gambling-related harm from being used to target vulnerable customers and to subject VIP communications to meaningful oversight.

It is also important to note that this response, as well as FanDuel's previous letters of August 14 and September 26, 2026, focused on FanDuel's existing VIP Program. FanDuel Predicts, a prediction market platform operated and managed under a separate structure from FanDuel's principal offerings, launched a 90-day trial of a VIP program on September 15. The pilot program has provided increased customer service and some additional benefits to fewer than sixty people since launch. It has not provided any personalized videos to these customers and has no plans to do so as part of this 90-day trial.

Finally, the separate requests in your letter seek highly sensitive account-level information, including individual wagering history, wins and losses, requests to limit play, and responsible gaming reviews. FanDuel has obligations to protect its customers' personal and financial information, which it intends to continue to respect.

Thank you again for your continued attention to this issue. FanDuel shares your goal of protecting customers, particularly those who may be at risk, and remains committed to serving as a transparent, responsive, and cooperative partner.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Cory Fox'.

Cory Fox
Senior Vice President, Public Policy & Sustainability