

## COMMUNIQUE TO LICENSEES

<b>TO</b>	<b>GAMING AND BETTING LICENSEES</b>
<b>FROM</b>	<b>ACTING CHIEF EXECUTIVE OFFIER</b>
<b>DATE</b>	<b>19 DECEMBER 2024</b>
<b>SUBJECT</b>	<b>KZNERA FESTIVE PERIOD CLOSURE CONSIDERATIONS</b>

### To All Gaming and Betting Licensees

#### 1. Closure of KZNERA Offices

Kindly remember that the KZNERA Offices will close from 20 December 2024 and will reopen on 6 January 2025.

#### 2. GROF System

The online GROF system will be operational during the festive period. Licensees will be able access the system; however, response time for any technical queries will not be immediate during the festive period.

#### 3. Contact Persons

Should an emergency situation arise during the festive period relating to the GROF system as well any regulatory matters, the following KZNERA Staff members will be on hand to assist

<b>Name</b>	<b>Contact</b>	<b>Availability</b>
Bongani Sangweni	071 459 4140	from 30/12/2024 to 03/01/2025
Mbuso Sabelo	084 833 8580	from 23-30/12/2024
Sherwin Charles (GROF Technical Issues)	081 370 5531	23 and 27 December 2024 as well as 3 January 2025.
Robert Bestel	0836042593	23 December 2024 to 03 January 2025

The KZNERA would like to wish you and your family well over the festive period.

**Yours Sincerely**

**MR B. MBANJWA**  
**ACTING INTERIM CHIEF EXECUTIVE OFFICER**