

The transition between National Lottery operators remains one of the most complex and closely watched processes in lottery regulation, according to a presentation delivered by Commissioner Jodi Scholtz at the Gaming Tech Summit Africa 2026.

News Article

NLC Commissioner Highlights Regulatory Complexity in Lottery Operator Transitions at Gaming Tech Summit Africa 2026

KEY INSIGHTS FROM THE SESSION



A COMPLEX AND MULTIFACETED PROCESS

Transitions require coordinated management across legal, governance, operational, and technological domains, to safeguard continuity and public confidence.



GOVERNANCE & ACCOUNTABILITY AT THE CORE

Legislative, finance conditions and financial controls form the backbone of transition management and accountability.



PLAYER PROTECTION REMAINS PARAMOUNT

Continuity of prize payments, responsible gaming measures, and safeguarding of personal data are critical throughout the operational changeover.



TECHNOLOGY: A CRITICAL RISK AREA

Extensive system testing, verification processes, cybersecurity and safeguarding of essential info before operational control is fully transferred to a new operator.



THE RETAIL NETWORK: FRONTLINE OF CONTINUITY

Retailer readiness, equipment upgrades, and training are essential to maintain service continuity and minimise disruption.



RISK MANAGEMENT & CONTINGENCY PLANNING

Potential changes, such as system digitalisation, cybersecurity threats and reputational risks, require continuous monitoring and coordinated response.



LESSONS FOR SUCCESS

Drawing on both domestic and international experience, the NLC identified key obstacles of successful large-scale lottery transitions and implemented:



Early planning and preparation responsibilities



Clearly defined responsibilities



Effective stakeholder coordination



Transparent communication with the public

The briefing came shortly after South Africa's new National Lottery operator assumed responsibility for operations on 1 June 2026, providing a timely backdrop for discussions on licence handovers and regulatory readiness within the sector.

Scholtz emphasised that successful transitions depend on structured planning, clear accountability frameworks and sustained regulatory oversight to ensure uninterrupted ticket sales, prize payouts and the continued flow of funding to good causes.

“ Successful transitions protect players, safeguard systems, and sustain trust. ”

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