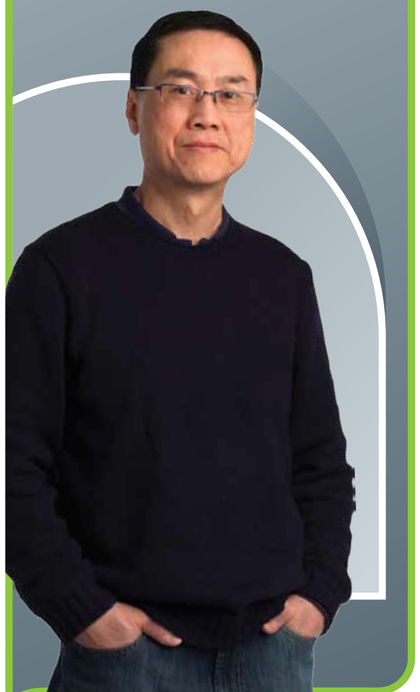
Voluntary Self-Exclusion



GameSense

bclc playing it right

If you find yourself gambling too much, or if it no longer feels like a game, the Voluntary Self-Exclusion Program can be an important first step in helping you to control your gambling.

What is the Voluntary Self-Exclusion Program?

The program enables you to voluntarily exclude yourself from all gaming facilities with slot machines, commercial bingo halls, or from accessing PlayNow.com, for a period of time.

An individual can self-exclude from:

1. Gaming facilities with slot machines including casinos, community gaming centres and the slot floor of race tracks.
2. Commercial bingo halls, community gaming centres and any gaming facility offering bingo.
3. Gambling on PlayNow.com.

If you are self-excluded from a gaming facility you are not eligible to gamble on PlayNow.com for the duration of your exclusion. When a self-exclusion form is signed existing PlayNow.com accounts will be closed.

How do I sign up to be voluntarily self-excluded?

To self-exclude from gaming facilities with slot machines visit a casino GameSense Info Centre and speak with a GameSense Advisor, or ask any staff member at any applicable gaming facility.

To self-exclude from a commercial bingo hall any staff member can direct you to the appropriate person.

To self-exclude specifically from PlayNow.com, login to your PlayNow.com account and access "Self-Exclusion" from within the "My Account" section. The screens will guide you through the process of completing your self-exclusion from PlayNow.com.

You can also visit the BCLC offices in Kamloops or Richmond, or call BCLC's Consumer Services at **1-866-815-0222**.

What happens while I sign up?

When excluding from gaming facilities, you will meet with a member of security staff, who has been trained to handle requests for self-exclusion.

When available, GameSense Advisors can also provide support to you during sign-up. They are trained professionals who understand the difficult decision you're making and will support you in any way they can.

You will be asked to show your government-issued identification that includes your signature and a photograph. This could be a driver's licence, a passport, or other identification. You will also be asked to sign the Voluntary Self-Exclusion Agreement and your photograph will be taken.

What happens once I sign up?

Once you've signed up, the information you provide will be given to all security offices in related gaming facilities. This is done to help you honour your commitment.

If you are a BC Gold member, your account will be deactivated and you will be asked to redeem your points for cash.

If you choose to be excluded from PlayNow, BCLC will cancel your Player Account, close your eWallet and pay out any unredeemed PlayerCash once you have completed the online form.

Upon completing your self-exclusion application at a gaming facility, you'll be asked if you want to share your information with a counsellor. If so, a counsellor will contact you.

In accordance with BC Gaming Control Act you are no longer eligible to win prizes in gaming facilities during your self-exclusion.

How long will I be self-excluded?

The length of the exclusion is up to you. Choose from:

- 6 months
- 1 year
- 2 years
- 3 years

Self-exclusion starts the moment you sign up and lasts for the period of time chosen by you. Voluntary self-exclusion can't be revoked.

Can I exclude a spouse or family member?

It's understandable to want to help a loved one who you believe is in trouble. However, only the person seeking self-exclusion can enrol. No one can make that decision for them.

What happens if I break my commitment?

It is your responsibility to honour the commitment you made to yourself. If you enter a gaming facility during your self-exclusion period and are identified, you will be asked to leave. In accordance with the Gaming Control Act, you may be liable for a $5,000 fine.

Support is available.

Counselling services are free and confidential. Counsellors are trained professionals who can help you work out ways to reduce the problems associated with gambling.

Those who participate in counselling along with a self-exclusion program have a much higher likelihood of successfully regaining control of their gambling behaviours.

For more information call the Problem Gambling Help Line **1-888-795-6111.**

Find out more...

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Revised July 2010