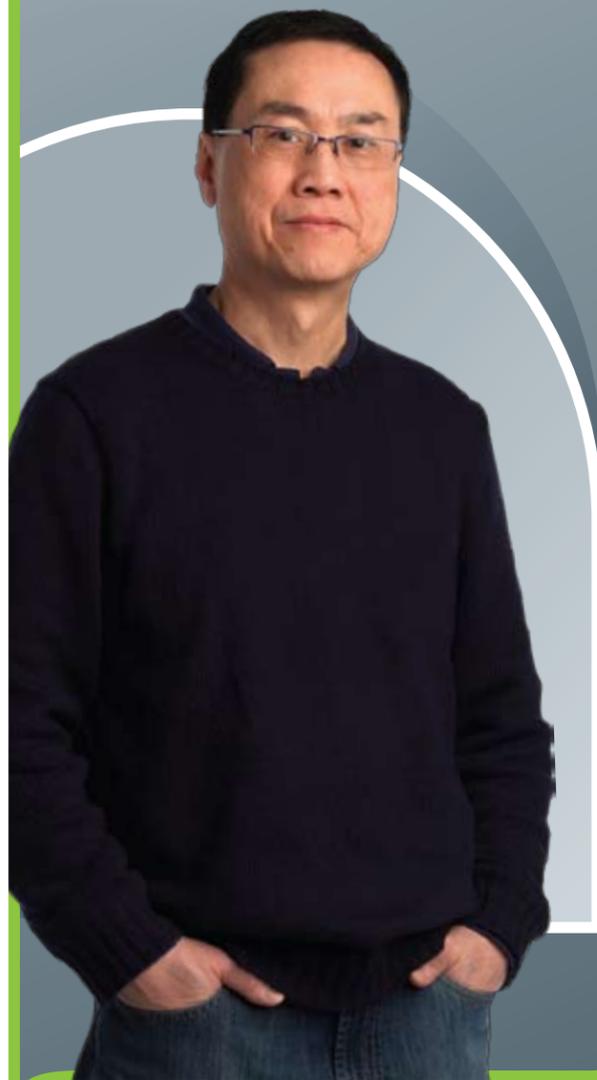


Voluntary Self-Exclusion



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 venues with slot machines, commercial bingo halls, or from accessing BCLC's on-line gaming site, PlayNow.com, for a pre-determined amount of time.

Research has shown that when voluntary self-exclusion is combined with treatment, it can be one of the most effective means to stop gambling.

There are three different voluntary self-exclusion options to choose from. You can sign up for one, two, or all three.

- Self-exclusion from all venues with slot machines including casinos, community gaming centres with slot machines and the gaming floor of race tracks with slot machines.
- Self-exclusion from commercial bingo halls.
- Self-exclusion from gambling on PlayNow.com.

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

To access the program, visit a GameSense Info Centre and speak with a GameSense Advisor, or ask any staff member at any casino, community gaming centre or commercial bingo hall. 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, no matter where you choose to sign up 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.

If you want to be excluded from playing and purchasing lottery products through BCLC's PlayNow website, go to bclc.com and fill out a form online. You will receive an automatically generated confirmation email once you finish.

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

What happens after I voluntarily self-exclude?

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. It ends when the agreed upon exclusion period ends.

Self-exclusion to casinos or commercial bingo halls applies to every venue in BC. In other words, you can't exclude yourself from just one facility.

Once you've signed up, the information you provide will be given to all security offices in gaming venues featuring slot machines and/or commercial bingo halls throughout BC. 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 application, you'll be asked if you want to share your information with a counsellor. If so, a counsellor will contact you.

Can I exclude a spouse or family member?

It's understandable to want to help a loved one who is in trouble. However, only the person seeking exclusion can sign up. No one can do it for them.

What happens if I break my commitment?

It is your responsibility to honour the commitment you made to yourself. If you try to enter a gaming venue before your exclusionary period is up, you will not be allowed in and according to the Gaming Control Act, you may be liable for a \$5,000 fine.

If you win a jackpot while in the Voluntary Self-Exclusion Program it will be withheld from you and used to fund responsible gambling related research.

Support is available.

When you sign up for Voluntary Self-Exclusion, you are asked if your information may be sent to a counsellor. Experience has shown that those who participate in counselling along with a self-exclusion program have a much higher likelihood of successfully regaining control of their gambling behaviors.

Counselling services are free and confidential. You can expect help and support from trained professionals who will not judge you, who understand your problems and who can help you work out ways to reduce the problems associated with gambling.

You can also call the Problem Gambling Help Line directly at **1-888-795-6111**.

Find out more...

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