

Voluntary Self-Exclusion

About the Program

bclc



**Enrolling in
BCLC's Voluntary
Self-Exclusion
program is a very
important decision.
These are answers
to questions you
may have about
the Voluntary
Self-Exclusion
agreement.**

When I sign up for the program, what am I excluded from?

You have signed up for one or more of the following self-exclusion options:

- 1) Gambling facilities with slot machines. This includes casinos, community gaming centres, and racetrack gaming floors with slot machines.
- 2) Commercial bingo halls, community gaming centres and casinos offering bingo.
- 3) Gambling on PlayNow.com.

If you are self-excluding from a gambling facility, you are not eligible to gamble on PlayNow.com for the duration of your exclusion. If you have an existing PlayNow.com account, BCLC will automatically close it.

In accordance with the rules and legislation, you are not eligible to win gambling prizes while in the Voluntary Self-Exclusion program. In addition, you will no longer receive direct marketing materials from BCLC or its gambling facility operators.

What is an exclusionary period?

It is the length of time that you choose to self-exclude. The options are six months, one year, two years or three years.

When does my self-exclusionary period begin?

It begins immediately after you sign the Voluntary Self-Exclusion program agreement.

What happens to my Encore card & account?

Your account will be de-activated and any points you have may be eligible to be redeemed for cash.

What if I change my mind after I've enrolled?

You can extend your self-exclusionary period but you cannot terminate it any earlier than the originally chosen expiry date. Please refer to your agreement for the date your self-exclusionary period expires.

Is BCLC responsible for keeping me out of gambling facilities once I sign the agreement?

It is your responsibility to honour your self-exclusion. By signing the Voluntary Self-Exclusion agreement, you accept responsibility for your gambling. BCLC is here to support you and we encourage you to access the supports available to you by the BC Responsible and Problem Gambling Program. There are a variety of resources that can be accessed by calling the BC Gam Info Line at 1-888-795-6111.

What happens if I break my commitment?

BCLC takes steps to identify those who attempt to breach their commitment. If you enter a gambling facility during your self-exclusion period and are identified, you will be escorted from the building by security staff. In accordance with the Gaming Control Act, you may also be charged with an offence and subject to a fine of up to \$5,000.

How do I re-enrol or extend my self-exclusion?

You may re-enrol or extend your self-exclusion by contacting BCLC, or a designated representative, with your request. You will be asked to review and sign a new Voluntary-Self-Exclusion agreement, again specifying the length and type of exclusionary period.

Arrangements can be made by:

- Calling BCLC Customer Support at 1-866-815-0222 to set up an appointment at BCLC head offices in Kamloops or Vancouver.
- Attending any gambling facility in B.C., if your exclusionary period has ended.
- Emailing your request to selfexclusion@bclc.com. BCLC staff will contact you to arrange an appointment.
- Mailing your request in writing to BCLC. Letters can be sent to:

Manager, Investigations
2940 Virtual Way
Vancouver, BC
V5M 0A6

- Advising your problem gambling counsellor and they will work with you and a BCLC representative to complete the documentation.

What happens if I win while self-excluded?

In accordance with the rules and legislation, you are not eligible to win gambling prizes while in the Voluntary Self-Exclusion program. If you attempt to claim a prize, you will not be paid.

Where else can I find help?

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

When you enrolled in the Voluntary Self-Exclusion program, you may have consented to be contacted directly by a representative of the BC Responsible and Problem Gambling Program for information and help free of charge.



At any time – 24/7 – you can call the BC Gam Info Line (1-888-795-6111), which offers free, confidential, multilingual services to British Columbians struggling with their own or family member's gambling. Through the BC Gam Info Line, you can be linked with individual problem gambling counselling, debt/financial counselling or other help resources and services



For more information on free debt counselling, please visit the B.C. Credit Counselling Society at www.NoMoreDebts.org

For more information about problem gambling resources, please visit www.bcreponsiblegambling.ca

Support is available

BCLC Customer Support

1-866-815-0222

BC Gam Info Line

1-888-795-6111