


# Voluntary Self-Exclusion

Frequently Asked Questions



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.

## Support is available.

Customer Support:  
1-866-815-0222

Problem Gambling Help Line:  
1-888-795-6111



**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) All B.C. gambling facilities with slot machines, including casinos, community gaming centres and Chances, and the slot floor at race tracks;
- 2) All B.C. commercial bingo halls and community gaming centres; or
- 3) Gambling on PlayNow.com.

If you are self-excluding from a gambling facility, you are not eligible to gamble on PlayNow.com during the period of time when you are self-excluded. 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 will 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 VSE agreement? What happens if I break my commitment?**

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

It is your responsibility to honour the commitment you made to yourself. By signing the Voluntary Self-Exclusion agreement, you accept responsibility for your gambling. BCLC is here to support you and help you honour your commitment, such as providing information about resources and referrals to problem gambling counsellors. 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.

If you have not yet reached the expiry date of your self-exclusionary period, there are several options:

- Attend a BCLC office in either Vancouver or Kamloops, or call BCLC Customer Support at 1-866-815-0222. BCLC will work with you through the process and documentation.
- Advise your problem gambling counsellor and they will work with you and a BCLC representative to complete the documentation.

If the expiry date of your self-exclusionary period has been reached, you can re-enrol through any of the above options, or you can do so at a British Columbia gambling facility.

You will once again be asked to decide on the length of the exclusionary period and from what you want to be self-excluded (B.C. gambling facilities with slots; bingo halls and community gaming centres; PlayNow.com).

**What happens if I win while self-excluded?**

You are not eligible to win gambling prizes. 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 problem gambling counsellor for information and help free of charge.

At any time – 24/7 – you can also call the **Problem Gambling Help Line (1-888-795-6111)**, which offers referrals to free and confidential counselling in a variety of languages by trained professionals. You can arrange for individual problem gambling counselling and debt/financial counselling. Your friends and loved ones can also access the confidential services of the Problem Gambling Help Line.

For more information on free debt counselling, please visit the B.C. Credit Counselling Society at [www.NoMoreDebts.org](http://www.NoMoreDebts.org)

And for more information about problem gambling resources, please visit [www.bcreponsiblegambling.ca](http://www.bcreponsiblegambling.ca)