



BeGambleAware.org[®]
Helpline: **0808 8020 133**

1. Problematic Gambling

It may be a relative, partner or friend that identifies that a participant may have difficulties with their gambling practices. Participating members with any concerns or relatives, partners, or friends with similar concerns for any individuals, may wish to consider the following questions in order to assess the impact that participation in gambling activities may have.

How to identify if gambling has become a problem:

- Do you hide your gambling from those around you?
- Do you stay away from work or college to gamble?
- When gambling and you run out of money, do you feel lost and in despair and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gambling?
- Have others ever criticised your gambling?
- Have you lost interest in your family, friends, or hobbies?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you feel depressed or even suicidal because of your gambling?

If some of the above signs are present, it is likely that a gambling problem exists. Should any participant feel they are losing the ability to control their play, we would strongly advise that they seek an immediate stop to their gambling activity.

Counselling and support services

Are you gambling more that you really want to? If you or a family member feel that you are experiencing problems with gambling, you can seek advice and support from trained counsellors at **Be Gamble Aware** by calling the National Gambling Helpline on **0808 8020 133** or visit their website **www.begambleaware.org**

Software is available to prevent an individual computer from accessing gambling internet sites. Please see **www.gamblock.com** for further information.

Gamcare - **www.gamcare.org.uk**

Gamblers Anonymous - **www.gamblersanonymous.org.uk**

Gambling Therapy - **www.gamblingtherapy.org**

2. Self-Exclusion

If you feel you have a problem with gambling and would like to request that The Rescue Lottery excludes you from all of its gambling related activities, including receiving gambling related marketing materials, you can simply complete and submit our self-exclusion form.

We would recommend that any individuals wishing to self-exclude also contact one of the organisations listed above, under 'counselling and support services', for further advice on Gambling addiction.

Details regarding our Self-Exclusion request process

- We will update your records within two days of receiving your self-exclusion form
- We will close your lottery account and stop sending you marketing material related to gambling
- If we hold money in your account, we will return it to you
- We will put your name and details on a self-exclusion register along with credit card numbers you have used for previous gambling
- You cannot get out of self-exclusion until the end of your chosen exclusive period
- You can extend your period of exclusion in six-month periods
- At the end of your period, the self-exclusion will remain in place for a further 12 months unless you tell us by phone or in person that you want to gamble again
- We will not send you any marketing material in this automatic extension period
- If you want to end your self-exclusion during the automatic extension period, you must request to restart gambling by contacting our admin team by email, post or phone
- We will impose a 24-hour cooling off period so that the participant can reassess their intentions prior to being allowed to gamble
- If an account is reactivated, a participant can elect to self-exclude at any time again in the future.