

## Self- Exclusion Information Sheet

### Introduction

Self-exclusion allows a player to exclude themselves from future draws to accommodate their particular circumstances. When they request to be excluded from future draws or use the semi-automated process, NWAA will ensure that they are not allowed to enter for a period of their choosing, the initial period must be between 6 and 12 months and may be extended up to 5 years in increments of 6 months.

### Things to understand about self-exclusion:

- Players must consider the consequences of self-exclusion, that they may not be entered into any future draws for the period they choose to exclude which must be at least 6 months.
- The minimum period a player can exclude themselves for is between 6 and 12 months; however, it can be extended for any period (in 6 month increments) up to 5 years.
- Self-exclusion is irrevocable once actioned until the end of the chosen period.
- At the end of the period chosen, the self-exclusion will remain in place for up to a further 7 years until the player takes positive action by phone or in person to gamble again.
- If the player wishes to gamble again after the end of the chosen period and within the first 7 years afterwards, then they will be given a 1 day cooling off period before being allowed to gamble again.
- Even if a player chooses to gamble again after the end of the period or within the next 7 years, no marketing material will be sent to them unless they request it specifically.
- The player can exclude from just the lottery they are currently entered into or they can exclude from all society lotteries operated by the society and any gambling the company group operates (if applicable) if they so wish
- Players should also consider self-excluding from other websites used to gamble and facilities they may use locally in their area.
- The player should contact Gamcare for further support and counselling; - <http://www.gamcare.org.uk/support-and-counselling/free-counselling/online-counselling>
- There is software available from Gamcare to prevent a person from accessing gambling websites – <http://www.gamcare.org.uk/get-advice/what-can-you-do/blocking-software>
- A player can either self-exclude immediately or consider further and send the self-exclusion form in later or use the semi-automated process online.
- The player's name and address will be removed from our databases within 2 days of their application being received, marketing material related to gambling will be stopped and their customer account will be closed. If the society holds any of the player's money designated for gambling then this will be returned to them.
- The player's name and details will be held on a register and any credit card numbers used for previous gambling will be recorded.
- The self-exclusion form can be downloaded online via our website or sent from the office if requested. It must be completed, signed and returned to NWAA before self-exclusion can commence (*unless the semi-automated process online has been used*).

### **When Self Exclusion Expires**

When/if a player wants to end their self-exclusion:

- They must contact the office by post or in person – a restart gambling form can be used for this purpose.
- The end date of the period of self-exclusion must have been equalled or past.
- If the end date has been reached, a restart gambling form can be sent by post, completed and returned. This is the formal authority to cease the agreement.
- Players must be subject to the one-day cooling off period following the office receiving the restart gambling form.