Is Self-Exclusion right for me?

Self-Exclusion is a significant step. It’s important to ask as many questions as you need before deciding if Self-Exclusion is right for you. Generally, people who register feel that it is no longer in their best interest to keep gambling.

To find out if this is the right option for you, you may want to consider:

- Is gambling causing problems with your finances, health, or relationships?
- Will stopping or taking a break from gambling help you feel more in control of your life?
- Are you willing to make a commitment to change your gambling habits?

The decision to register for Self-Exclusion should be carefully considered. Some people find it useful to combine Self-Exclusion with other support tools, such as credit or relationship counselling. Because Self-Exclusion is voluntary, the decision to register is entirely up to you.

What is Self-Exclusion?

Self-Exclusion is a voluntary program that offers people the opportunity to take a break from gambling. You may choose a Self-Exclusion term of six months, twelve months or indefinite. You may also choose the type of Self-Exclusion that is right for you:

- **Gaming Self-Exclusion:** applies to all slots, casinos, and resort casinos in Ontario and OLG’s internet gaming website, PlayOLG.ca
- **Charitable Gaming Self-Exclusion:** applies to all Charitable Gaming Centres (that offer electronic bingo) in Ontario
- **PlayOLG Self-Exclusion:** applies only to OLG’s internet gaming website, PlayOLG.ca

All registered individuals will also stop receiving direct marketing from the sites where they self-exclude.

The choice to self-exclude is serious. Should you breach your commitment and be detected you will be assisted off-site, time may be added to your term, and you may be charged with trespassing. As part of our support of a self-excluded individual’s commitment to stop gambling, self-excluded individuals are not permitted to win prizes.

“When I decided to self-exclude, I was really making a contract with myself to stop gambling. Entering into the program brought real significance to that decision. Self-Exclusion was central to my recovery from problem gambling.”

Terry Finn, enrolled in Self-Exclusion program
Can I register someone else for Self-Exclusion?

No. Self-Exclusion is voluntary and entry into the program can only be requested by the person who wants to register. If you have concerns about a loved one’s gambling, information and support are available at Responsible Gaming Resource Centres at Charitable Gaming and Gaming sites in Ontario, local gambling or financial counsellors, or through the Ontario Problem Gambling Helpline (1-888-230-3505 or email or online chat at www.problemgamblinghelpline.ca).

Who will know about my Self-Exclusion?

Your personal information is confidential and will only be accessed by staff involved in administering the Self-Exclusion program. The only additional people who will know about your Self-Exclusion are those you choose to tell.

How do I register for Self-Exclusion?

<table>
<thead>
<tr>
<th>Type of SE</th>
<th>Self-Exclusion applies to</th>
<th>How to Register</th>
<th>Registration Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaming</td>
<td>All slots, casinos and OLG’s internet gaming website, PlayOLG.ca</td>
<td>Ask a staff member on-site at a slots or casino facility or phone the OLG Support Centre 1-800-387-0098</td>
<td>Identification required Registration Form to be signed in person at Registration Meeting</td>
</tr>
<tr>
<td>Charitable Gaming</td>
<td>All Charitable Gaming Centres</td>
<td>Ask a staff member on-site at a Charitable Gaming Centre or phone the OLG Support Centre 1-800-387-0098</td>
<td></td>
</tr>
<tr>
<td>PlayOLG.ca</td>
<td>PlayOLG.ca</td>
<td>PlayOLG.ca/selfexclude</td>
<td>Complete Registration Form online</td>
</tr>
</tbody>
</table>

*All registered individuals will be provided with information about community resources for additional support.

What happens at the end of Self-Exclusion?

Regardless of your selected term you will remain self-excluded until you are approved to return through a formal reinstatement process. The term you select determines when you are eligible to apply for reinstatement. For example, if you select a one year term, you can choose to apply for reinstatement after that year is up. If you do not formally reapply, you will remain self-excluded indefinitely. If you select an indefinite term, you must be self-excluded for a minimum of six months before applying to reinstatement.

Reinstatement requests must be submitted to OLG:

<table>
<thead>
<tr>
<th>Type of SE</th>
<th>Submit Reinstatement Requests to:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Gaming</td>
<td>Write to a slots or casino site Security Manager. A list of gaming sites can be found at <a href="http://www.olgslotsandcasinos.ca">www.olgslotsandcasinos.ca</a></td>
</tr>
<tr>
<td>Charitable Gaming</td>
<td>Write the OLG Charitable Gaming Self-Exclusion Program Coordinator: 70 Foster Drive, Suite 800, Sault Ste. Marie, ON P6A 6V2</td>
</tr>
<tr>
<td>PlayOLG.ca</td>
<td>Phone PlayOLG Player Support: 1-855-978-7529</td>
</tr>
</tbody>
</table>

OLG will determine if you are eligible for reinstatement based on your selected term and any breaches which may have added time to your term. You will also be required to complete an online reinstatement tutorial, which will provide you with information to help you return to gambling with more knowledge and resources for help.

Where can I find more help and information?

If you require more information about Self-Exclusion, including help related to problem gambling, please contact OLG by telephone at 1-800-387-0098 or visit PlaySmart.ca. Do not enter any Charitable Gaming Centre or gaming site for information once you have self-excluded.

Ontario Problem Gambling Helpline

Information and referrals to community services are offered 24 hours a day by the Ontario Problem Gambling Helpline (OPGH). The OPGH can assist you in finding local help and resources. The service is free, confidential and offered in over 170 languages. OPGH can be reached at:

TEL: 1-888-230-3505
WEB: www.problemgamblinghelpline.ca (includes online chat)

Detailed information regarding problem gambling, prevention and treatment services is also available from these important resources:

The Problem Gambling Institute of Ontario
TEL: 1-888-647-4414
WEB: www.problemgambling.ca

Responsible Gambling Council
TEL: 1-888-391-1111
WEB: www.responsiblegambling.org