



RESPONSIBLE GAMBLING AND SELF-EXCLUSION  
POLICY AND PROCEDURE DOCUMENT

# 1 Introduction

1.1 The purpose of this policy and procedures document is to document how Supabets will:

- Adopt and promote responsible gambling practices
- Create awareness of the potential harm associated with problem gambling
- Ensure that staff members are made aware and trained on policy and procedures regarding problem gambling and responsible gambling.
- Ensure compliance with all relevant legislation

1.2 This document will be used in conjunction with Supabets' Prevention of Underage Gambling Procedure which was developed and adopted in line with primary licensing objectives; to protect children and other vulnerable people from being harmed or exploited by gambling.

## 2 Problem Gambling

2.1 For many people, gambling is considered a fun activity to be enjoyed as a harmless pastime, however, in certain circumstances, it may become addictive and therefore harmful to the overall wellbeing of customers.

2.2 Problem gambling exists when gambling activity results in a range of adverse consequences where the safety and well-being of customers and or their families and friends are placed at risk and does the following:

- Gets in the way of work or other activities;
- Causes problems family or friends;
- Affects financial security;
- Damages reputation or social standing;
- Is harmful to mental or physical health
- Negatively impacts the broader community.

## 3 Responsible Gambling

3.1 Supabets believes in responsible gambling and is committed to minimising the negative effects of problem gambling and promoting responsible gambling practices.

3.2 Responsible gambling strategies adopted by Supabets will manage and minimise the risk of potential harm associated with gambling and assist customers to make informed decisions about their participation in gambling.

3.3 Supabets supports initiatives, legislative or otherwise, that promote awareness, prevention, intervention and treatment of problem gambling.

3.4 In addition to the strategies listed in this document, Supabets encourages customers to contact the National Responsible Gambling Programme which offers a comprehensive approach to education, research and treatment of problem gambling.

3.5 Supabets will further implement strategies to minimise the potential harm associated with gambling as follows:

3.5.1 Provision of Information

Responsible gambling information including support and assistance services are available on the Supabets website. A list of signs to look out for if customers suspect that they may have a problem gambling are provided along with information regarding how and where help can be sought.

3.5.2 Interaction with Customers

Supabets will develop a detailed complaints resolution system. The system will be used to record the details of the complaints as well as for resolving the complaints amicably and timely.

Supabets further commits to the ongoing training and development of staff members to promote responsible provision of gambling and gambling products.

Supabets is a customer-centric organisation which continuously seeks to develop and improve customer communication strategies. Supabets will refrain from publishing; advertising or promoting information which :

- is misleading or deceptive or will give customers the impression that gambling is a reasonable strategy for financial betterment;
- provides misleading statements about odds, prizes or chances of winning;
- may offend prevailing community standards;
- is implicitly or explicitly directed at minors or vulnerable or disadvantaged groups;
- involves any irresponsible trading practices;

3.5.3 Exclusion Provisions

Supabets offers exclusion provisions as one of a range of proactive measures implemented to assist customers with gambling problems. Self-exclusion will be discussed as a separate section in the paragraph below.

## 4 Self-Exclusion

Supabets encourages customers to maintain a level of control on their gambling activities so they can recognise when their gambling is getting out of control. Customers must immediately contact the Supabets Support centre for assistance with self-induced bans (self-exclusion). Supabets has extended call centre and support operating hours to 24 hours a day, 7 days a week to reduce the number of customer complaints and promote customer satisfaction. Supabets will implement the following tools to help customers who have self-identified as having a gambling problem; or who may wish to take a break from gambling to close their accounts:

#### 4.1.1 Regular closure

This is a request to have an account disabled for any other reason that does not include problem gambling. The customer may wish to close the account due a dispute that can later be resolved and the customer can be able to reinstate the account again by contacting customer services

#### 4.1.2 Cooling off account closure

This is a brief cooling off period for customer who wish to take a break from gambling. The account will be disabled for at least 7 days. The account will be re-instated upon the customer's request. No FICA documents will be required.

#### 4.1.3 Short break account closure

The account will be disabled for a period of 30 days. The customer will need to provide a copy of an ID document to have the account disabled and contact customer services for a request to reinstate the account.

#### 4.1.4 Temporary account closure

The account will be disabled for a period no longer than 3 months. Account can be reinstated upon request. FICA documents will be required to have the account reinstated.

#### 4.1.5 Long break (Self-exclusion)

The account will be disabled for at least 6 months. The customers will be provided with information to seek support and assistance with the National Responsible Gambling Programme. The account will only be reinstated after proof is obtained that the customer's self-exclusion order has been lifted. FICA documents will be required to reinstate the account.

#### 4.1.6 Permanent Self-exclusion:

This is a lifetime closure of the account. The account will be disabled permanently with no option to reinstate the account.

### 4.2 Control Measures

- a) Supabets has stringent control measures in place to ensure that customers are not able to create additional accounts and start gambling again after they have requested closures of their existing account.
- b) Supabets will ensure that customers who have disabled their accounts are not sent any form of communication including promotional or marketing prompts.
- c) A copy of the customer's ID will be requested for all closure of accounts requests.
- d) The customer will need to contact Supabets to have the account reinstated.
- e) Once a player has self-excluded, their ban is also irrevocable for the entire time period they chose, the account will be frozen and they will not be able to make withdrawals.

## 5 Policy Review

Supabets will review this policy and make assessments of the gambling environment and practises on a regular basis. Supabets will make such changes as are reasonably necessary to comply with this document and the ongoing responsible gambling environment

## 6 Conclusion

Supabets will endeavour to exhaust all possible avenues to provide continuous support and assistance to customers who may display signs of problem gambling, or require assistance, the customer's cooperative efforts are required to make solve the social issue of problem gambling.