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**NCPG Launches Casino Self-Exclusion,  
Kicks Responsible Gambling Drive into High Gear**

The National Council on Problem Gambling (NCPG) today announced the launch of *Casino Self-Exclusion*, to give individuals the choice to exclude themselves from the casinos if they assess themselves to be prone to compulsive and excessive gambling. The NCPG has statutory powers under the *Casino Control Act* to exclude individuals from entering the casinos in Singapore.

The *Casino Self-Exclusion* will be valid for a minimum of one year. Individuals can apply to cease their *Casino Self-Exclusion* after one year, or allow this to continue indefinitely. The NCPG has designed a convenient online application system accessible from the NCPG website ([www.ncpg.org.sg](http://www.ncpg.org.sg)) for the public to log in with their SingPass ID. Visitors can also check if they have active casino exclusions using the same online module.

Mr Lim Hock San, Chairman, NCPG, said: *“Self-Exclusion from the casinos is part of a comprehensive package of social safeguards to protect problem gamblers who wish to exclude themselves as part of their recovery process. The NCPG has been working steadfastly over the past four years to ensure that safeguards are put in place to address problem gambling issues in Singapore.”*

*Casino Self-Exclusion* offers individuals the opportunity to self-evaluate their gambling habits, and to recognise the tipping point so as not to cross over into problem gambling. Mrs. Mildred Tan, Chairperson, Public Communications Sub-committee added that, “This reinforces the NCPG’s recently launched ‘*Know the Line*’ (认清界线, 远离嗜赌) movement, which aims to maintain the high visibility of problem gambling issues and to boost help-seeking behaviour.”



Progress has also been made in the collaborative efforts with Singapore Pools and Singapore Turf Club to put forward the Responsible Gambling message in Singapore, encoded in the NCPG Responsible Gambling (RG) Code of Practice.

Those who opt for *Casino Self-Exclusion* will also be able to apply for voluntary self exclusion from Singapore Pools and Singapore Turf Club tele-betting accounts. These individuals are able to download the forms from on the NCPG's website, and submit the completed document directly to Singapore Pools and Singapore Turf Club. As part of the recovery process from problem gambling, affected families can, together with social workers' assistance, encourage Family Exclusion Order respondents to also opt to self-exclude from Singapore Pools and Singapore Turf Club betting accounts.

Mr Lim said: *"The ongoing dialogue between the NCPG and its Responsible Gambling partners will include the sharing of best practices, so as to encourage additional responsible gambling initiatives to grow from the ground-up."* The NCPG stresses the importance of enlisting the cooperation of as many gambling industry players as possible as part of an inclusive, proactive strategy.

## **BACKGROUND INFORMATION**

Aside from *Casino Self-Exclusion*, the NCPG has also launched Family Exclusion in April 2009, which empowers a family that is adversely affected by a problem gambler to exclude the person from the casinos. A third type of exclusion, Third-Party Exclusion, which prevents those who are in financial difficulties (undischarged bankrupts, and recipients of Public Assistance and Special Grants) from entering the casinos, will be launched soon.

### *NCPG RG Code of Practice adopted by the following organisations:*

- Singapore Pools
- Singapore Turf Club
- Civil Service Club
- Home Team NS
- NTUC Club
- SAFRA
- Grassroots Club
- Club HDB
- JOM-Clubhouse for Police Officers
- MND Recreation Club
- The People's Association Staff Club
- NTU Alumni Club
- Senior Police Officers' Mess
- Jurong Town Corporation Recreation Club
- Singapore Police Cooperative Club
- Singapore Polytechnic Graduates Guild

Other key measures in the Code include provision of information about the risks of gambling, availability of help services, and staff training to assist customers who show signs of problem gambling.

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Please see:

ANNEX 1: ENGLISH-CHINESE GLOSSARY  
ANNEX 2: FACTSHEET – CASINO EXCLUSION



**Issued by:**

**Bates 141 Singapore on behalf of NCPG ([www.ncpg.org.sg](http://www.ncpg.org.sg))**

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**About the National Council on Problem Gambling (NCPG):**

The NCPG was appointed in August 2005 as part of Singapore's national framework to address problem gambling. It is a council comprising 20 members with expertise in public communications, psychiatry and psychology, social work, counselling and rehabilitative services. The Council's role is to provide advice and feedback to the Ministry of Community Development, Youth and Sports (MCYS) on public education programmes on problem gambling and on the effectiveness of treatment, counselling and rehabilitative programmes; to decide on funding for these programmes; preventive and rehabilitative programmes; and on the applications for exclusion of persons from casinos. Stop Problem Gambling. Know The Line.

Call 1800-6-668-668. For more information, please see [www.ncpg.org.sg](http://www.ncpg.org.sg).

**ANNEX 1: ENGLISH-CHINESE GLOSSARY**

National Council on Problem Gambling (NCPG)	全国预防嗜赌理事会
Singapore Turf Club	新加坡赛马公会
Singapore Pools	新加坡博彩公司
<i>"Know the Line"</i> movement	认清界线，远离嗜赌
Casino Exclusion	赌场禁门措施
Self-Exclusion	自我申禁
Family Exclusion Order	家人禁门令
Third-Party Exclusion	第三方禁门令
Mr. Lim Hock San	林福山先生
Mrs. Mildred Tan	陈沈明媚女士
Public Communications Sub-committee	公众教育小组委员会
Problem Gambling	嗜赌
Gamblers	赌徒
Problem Gambler	病态赌徒

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## **ANNEX 2: FACTSHEET – CASINO EXCLUSION**

### **What is Problem Gambling?**

Problem gambling is a progressive condition similar to alcohol or drug addictions. If you experience difficulty in controlling your gambling, you may have a gambling addiction, which could lead to serious personal, financial and family issues.

Casino Exclusion is a social safeguard that can help stop problem gamblers and those in financial hardship from entering the casinos in Singapore.

Read on to find out how such measures can help you and your loved ones draw the line.

### **Signs of problem gambling:**

1. Gambling until the last dollar is spent
2. Borrowing money to finance gambling
3. Gambling with money meant for other purposes
4. Loss of sleep, depression or suicidal thoughts
5. Failed attempts to give up gambling
6. Gambling longer than intended

### **Different Types of Casino Exclusion:**

#### **Which type of Casino Exclusion can you apply for?**

##### **Self-Exclusion**

If you wish to exclude yourself from the casinos, you may apply online at knowtheline.sg using your SingPass. If you would like to seek help, please call our helpline at 1800-6-668-668.

##### **Family Exclusion**

You may wish to apply for a Family Exclusion Order to bar a family member who has caused serious harm to the family due to gambling. Please follow these steps.



A hearing will be held by a Committee of Assessors to decide if it is in the best interests of the family to issue the family exclusion order.

##### **Third-Party Exclusion**

If you are an undischarged bankrupt or receiving financial aid from the Government, you will be automatically excluded. You do not need to apply.

##### **Who can be excluded from the casinos?**

The person to be excluded must be a Singapore Citizen or Permanent Resident aged 21 and above.

**Are there any application fees?**

There are no fees involved.

**What is the minimum period for the Casino Exclusion?**

**For Self-Exclusion**

Minimum period is one year. Application for termination may only be made after the minimum period, in person at the NCPG.

**For Family Exclusion**

Minimum period is one year. Application for termination may only be made after the minimum period, in person at the NCPG and subject to the approval of the NCPG.

**For Third-Party Exclusion**

The exclusion will cease automatically if you are discharged from bankruptcy or Government financial aid.

Please note that the Council will need time to ensure that the casinos and all relevant authorities are notified of your discharge. Until the casino operator is so notified (which may take about a month), it can still refuse your entry into the casino under section 165A(8) of the Casino Control Act.

**How do I know if I have been excluded?**

For all exclusions, you may check your exclusion status on [www.knowtheline.sg](http://www.knowtheline.sg). For Family Exclusion, the affected individual will also be notified after a Committee of Assessors has decided on the application.

**I have more questions on problem gambling. Who can I ask?**

Please call our helpline at **1800-6-668-668** or visit [www.knowtheline.sg](http://www.knowtheline.sg) for more details.