

HOW TO BE A WINNER

Gamble responsibly, be a SMART player. Have fun in the casino and be a winner by following the few simple steps below:

STAY INFORMED

Understand how gambling works to help you make informed decisions on your level of play:

- The outcome of each game is completely random.
- Previous game outcome(s) cannot determine or influence the outcome of future games.
- Chances of winning do not improve with the amount of bet, frequency and length of play.
- There is no connection between any superstition / ritual and game results.
- Almost all games are designed with a house advantage.

You may find out more about the rules, payout rates, odds of winning and house advantages of each game from our gaming guides. They are available through brochures, Membership Kiosks and slot machines.

MAKE A PLAN

Plan in advance on how much time and money you can afford to spend on gambling and stick to it. Do not chase losses.

Additionally, you may wish to apply for a Casino Visit Limit or Pre-commitment Plan to better plan your visits and / or money to spend on gambling.

AVOID GAMBLING TO RELIEF STRESS

Do not use gambling to relief stress. Opt for healthier options like exercise or talking to a friend.

REGULARLY TAKE BREAKS

Taking regular breaks can help to refresh your mind and to make clearer choices on gambling.

TRACK YOUR GAMBLING

Track your Casino visits and gambling amount. You can access your personal visit and gaming records through the Membership Kiosks, email, post or by logging on to your online Genting Rewards Portal account.

PROBLEM GAMBLING

Problem Gambling is not just about losing money; but it is also about how it negatively affects someone's life.

A problem gambler may behave in the following manner:

- Constantly thinking or talking about gambling.
- Spending more time / money on gambling than they can afford.
- Finding it difficult to control, stop, or cut down on gambling; and feeling irritable when trying to do so.
- Feeling a sense of emptiness or loss when not gambling.
- Gambling more in order to win back losses or get out of financial trouble.
- Borrowing money, selling things, committing (or has considered committing) criminal acts in order to get money for gambling.
- Having increased debt, unpaid bills, or other financial troubles because of gambling.
- Gambling to the last dollar.

You can also find out more about your gambling behaviour risks by taking a simple test on the NCPG website.

If an excessive gambling habit has caused problems for you and your loved ones, you may wish to apply for the self-exclusion programme and seek help from the National Council on Problem Gambling.

RESPONSIBLE GAMBLING (RG) AMBASSADOR

Resorts World™ Sentosa has a team of specially trained and friendly RG Ambassadors, identified by their RG badge. Feel free to approach our RG Ambassadors for assistance on responsible or problem gambling matters.



CONTACT INFORMATION



Assistance on Prevention or Managing Problem Gambling
National Problem Gambling Helpline: **1800-6-668-668**

Other enquiries

NCPG Admin Line: 6354 8154 Email: admin@ncpg.org.sg

CREDIT COUNSELLING SINGAPORE

Assistance on debt problems

Contact: 6225 5227 <https://www.ccs.org.sg>



BE A WINNER, BE A SMART PLAYER



Gamble Responsibly

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ENJOY YOUR GOLDEN YEARS



Gamble Within Safe Limits

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After you retire, you may have ample time to enjoy social activities. Whilst gambling may be one of your options, it is important to keep gambling fun by following a few simple steps:

TIPS ON RESPONSIBLE GAMBLING

STAY INFORMED

Learn how gambling works and the odds; games are designed with a house advantage.

MAKE A PLAN

Gamble only what you can afford. Consider limiting your casino visits/gambling amount.

CREATE BALANCE IN YOUR LIFE

Avoid gambling to escape from boredom/stress by including other leisure activities.

REGULARLY TAKE BREAKS

To refresh your mind and make clearer choice on gambling.

TRACK YOUR GAMBLING

Personal visit and gaming records can be accessed via the Membership Kiosks, gentingrewards.com.sg, email and post.

SIGNS OF PROBLEM GAMBLING

When gambling becomes a problem, you may miss valuable time with loved ones and lose your lifetime savings. Problem gambling can have substantial impact on your life. Hence, it is important to recognise the signs and address them as soon as possible.

A person with a gambling problem may:

- Have difficulty to stop or cut down on gambling.
- Feel guilty and anxious about gambling.
- Gamble more to “win back” losses.
- Borrow and sell things to gamble.
- Gamble with money for essentials e.g. food, medical care and utilities.

Don't hesitate to seek help if you are worried about gambling.



HELP CONTACTS

Assistance on problem gambling

Helpline: **1800-6-668-668**



CREDIT COUNSELLING SINGAPORE

Assistance on debt problems

Contact: 6225 5227

<https://www.ccs.org.sg>

RESPONSIBLE GAMBLING (RG) AMBASSADORS

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Please feel free to approach our RG Ambassadors for advice or assistance.



Scan QR code for more information on problem gambling.

INFORMED DECISION MAKING

Resorts World™ Sentosa aims to provide guests with an enjoyable gaming experience by encouraging responsible gambling and is committed to the prevention of problem gambling.

You can have fun in the casino by having the right attitude to gambling. Gamble for entertainment and not as a way to make money. Consider the money you spend gambling as the cost of your entertainment.

HOW GAMBLING WORKS

Understanding how gambling works will assist you in making informed decisions regarding the level of gambling activities that you wish to engage in:

- The outcome of games of chance is completely random. It is impossible to predict when a winning hand will appear.
- The outcome of previous games cannot determine or influence the outcome of future games.
- The chances of winning do not improve with the amount of bet, frequency of play or length of play.
- There is no connection between any superstitions/rituals and game results.
- Almost all games are designed with a house advantage.

TIPS ON RESPONSIBLE AND SAFE GAMBLING

“Have you spent more than you intended? Have you gambled longer than you planned?”

- Gamble with the right attitude; gamble for fun and not to make money.
- Consider money you spend as the cost for entertainment.
- Do not chase losses.
- Only gamble with money that you can afford to lose.
- Do not gamble with money needed for daily living expenses.
- Keep track of your gambling expenditure.
- Set a limit on how much time and money you are going to spend on gambling and stick to it.
- If you cannot control your gambling or are impulsive, limit the amount you carry. Alternatively, consider enrolling in our Pre-commitment, Casino Exclusion, or Visit Limit Programme.
- Take frequent breaks while playing.
- Balance gambling with other leisure activities.

RISKS AND HARMS OF PROBLEM GAMBLING

Avoid the following problem gambling behaviours :

- Continuing to gamble to recover losses.
- More frequent sessions of gambling.
- Spending longer periods of time gambling.
- Increasing wager amounts and spending significantly.

Some people are at greater risk and should gamble with caution. Problems caused by excessive gambling are not just financial. They may have a negative impact on other aspects of your life. For example, on your relationships, work, health or self-esteem.

FINANCIAL RISKS

- Increasing debt.
- Missing bill payments.
- Spending more money than intended.

HEALTH RISKS

- Experiencing a range of emotional, physical, and psychological health problems (for example depression, fatigue and suicidal thoughts).

FAMILY RISKS

- Neglecting family members.
- Arguing with family members about gambling, creating stress, negative impact on relationships and family life.

JOB RISKS

- Skipping work to engage in gambling activities.
- Declining work performance and poor attendance caused by health problems associated with excessive gambling.

HOW TO DETERMINE IF YOU HAVE A GAMBLING PROBLEM

Look out for the following symptoms of problem gambling:

- Constantly thinking or talking about gambling.
- Spending more time/money on gambling than you can afford.
- Neglecting basic needs such as money for food and rent.
- Finding difficulty to control, stop, or cut down on gambling; feeling restless/irritable when trying to do so.
- Feeling a sense of emptiness or loss when not gambling.
- Gambling with larger amounts of money or for longer periods of time in order to get the same feeling of excitement.
- Gambling to the last dollar.
- Continuation of gambling behaviour despite mounting negative consequences.
- Pressuring others for money or selling valuables as financial problems crop up.
- Gambling more in order to win back losses or get out of financial trouble.
- Increasing isolation from family and friends.
- Lying or hiding the extent of gambling and losses.
- Escaping to other excesses (alcohol, drugs, sleep).

RISKS OF YOUR GAMBLING BEHAVIOUR

You can find out more about the risks of your gambling behaviour by taking a simple self-assessment test on the National Council on Problem Gambling's website (<https://www.ncpg.org.sg>) or the National Addictions Management Service's website (<http://nams.sg>). You may also take the problem gambling self-assessment test at the self-service kiosks located in our Members Lounge near our casino's main entrance.

MORE INFORMATION

CASINO VISITS AND GAMING RECORDS

You may access and track your casino visits and gaming records via the following options.

Records for 1 calendar year:

Access via our membership kiosks or log on to your account at our Genting Rewards portal.

Records exceeding 1 calendar year:

Complete the "Request For Information" form which can be obtained from our membership counters or downloaded from Resorts World™ Sentosa/Genting Rewards portal website under the "Legal Information" link and send it to us by hand, post or email. A fee will be charged, depending on the data request.

RESPONSIBLE/PROBLEM GAMBLING INFORMATION

Responsible Gambling (RG) Ambassador

Resorts World™ Sentosa has a team of specially trained and friendly RG Ambassadors, identified by their RG badge. Feel free to approach our RG Ambassadors for assistance on responsible or problem gambling matters.



National Council On Problem Gambling

You can also find out more about responsible and problem gambling by calling the National Problem Gambling Helpline or visiting the NCPG website.

National Problem Gambling Helpline:

1800-6-668-668

NCPG
NATIONAL COUNCIL
ON PROBLEM GAMBLING
<https://www.ncpg.org.sg>

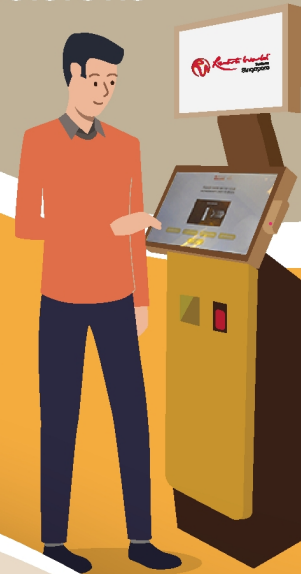
How to be a
**SMART
PLAYER**

Make Informed
Decisions

Track your
gaming & visits

Records are easily
accessible via

- Any Membership Kiosks
at RWS
- Genting Rewards Portal



Sign up for
Manage Game Play



PROGRAMME 游戏管理计划®

Track your play at
Electronic Gaming Machines



Learn how
gambling works

Scan QR Code to
find out more

Self-Exclusion & Voluntary Visit Limit

Self-Exclusion

What is Self-Exclusion?

You may apply to exclude yourself from one or more of the following gambling activities in Singapore:

- Casinos (Resorts World Sentosa and Marina Bay Sands)
- Jackpot Machine Rooms at Private Clubs
- Singapore Pools Online Betting



Voluntary Visit Limit

What is Voluntary Visit Limit?

You can apply to limit the number of visits you make to the casino in Singapore, in a month.

Why should I apply?

Problem gambling is harmful and can lead to serious consequences for both the gamblers and their families. Applying for Self-Exclusion or Visit Limit may help to control an excessive gambling habit.



Resources

Our office is located at:

510 Thomson Road, #05-01, SLF Building,
Singapore 298135

Operating Hours:

Monday to Thursday: 8.30am – 6.00pm
Friday: 8.30am – 5.30pm
Closed on weekends and public holidays

Enquiries and Appointments:

Tel: 6354 8154
Email: admin@ncpg.org.sg

Where can I seek help?

National Problem Gambling Helpline at 1800-6-668-668
or Webchat at www.ncpg.org.sg, 8am to 11pm daily

Self-Help is Your Best Bet

Apply for:

- Self-Exclusion (Casino)
- Self-Exclusion (Jackpot Machine Rooms)
- Self-Exclusion (Singapore Pools Online Account)
- Voluntary Visit Limit (Casino)



Everything You Need To Know Before Applying for Self-Exclusion / Voluntary Visit Limit

Self-Exclusion / Voluntary Visit Limit

The Self-Exclusion / Voluntary Visit Limit takes immediate effect upon submission of the application.

An Applicant's Self-Exclusion / Voluntary Visit Limit will remain in force until such time that the Council revokes it.

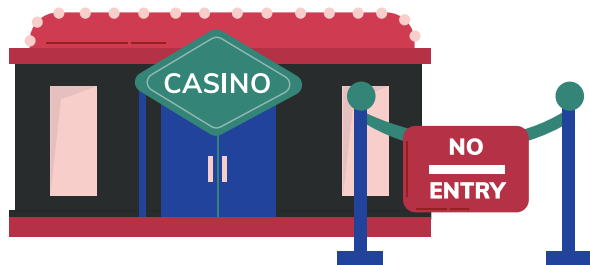
The Applicant may apply to revoke the Self-Exclusion / Voluntary Visit Limit only **12 months after the effective date** of the Self-Exclusion / Voluntary Visit Limit.

When the Applicant applies to revoke his/her Self-Exclusion / Voluntary Visit Limit, the Council may refer the Applicant for assessment of problem gambling and counselling as part of the process.



Self-Exclusion (Casino)

The Applicant will be banned from entering or remaining on all casino premises in Singapore.



Self-Exclusion (Jackpot Machine Rooms)

- The Applicant will be banned from entering or remaining on all jackpot machine rooms¹ in private club(s) except to perform work² within any of those rooms.
- The Applicant's Self-Exclusion will take effect across all jackpot machine rooms in Singapore regardless whether Applicant is a member of the private club(s) at the time of application.



Self-Exclusion (Singapore Pools Online Betting)

The Applicant will be banned from accessing Singapore Pools account-related³ services if he/she is an existing account holder; and from opening an account if he/she is not an existing account holder.



¹"Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.

²This refers to the scope of "defined work" under the Casino Control Act.

³This refers to general remote gambling under the Gambling Control Act.

⁴A single casino visit is up to 24 hours commencing from the time a person enters any casino premises in Singapore.

Voluntary Visit Limit

The Applicant cannot enter the casino when the number of visits to the casino for the month has reached his/her Voluntary Visit Limit.

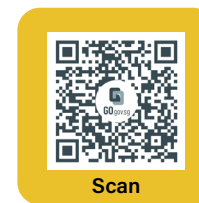


Applicant can apply for a Voluntary Visit Limit of 1, 2, 4, 6, or 8⁴ visits per month.

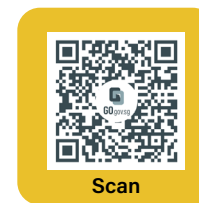


All casino entry levies paid by the Applicant are not refundable under any circumstances.

How do I apply?



Scan
Apply for
Self-Exclusion



Scan
Apply for
Voluntary Visit Limit



Family Exclusion Order & Visit Limit

What is a Family Exclusion Order?

This is a safeguard to allow individuals to exclude a family member whose gambling has caused harm to the family from:

- Casinos in Singapore
- Jackpot machine rooms at private clubs in Singapore
- Opening or maintaining a Singapore Pools online betting account

What is Family Visit Limit?

This is a safeguard to allow family members to limit the number of times a gambler can visit the casinos in a month. One visit is up to 24 hours in the casino.



Who can apply?

Immediate family members: spouses, children (including adoptive/step), parents (including adoptive/step) and siblings (including adoptive/step/half-siblings).



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Where can I seek help?

National Problem Gambling Helpline at 1800-6-668-668
or Webchat at www.ncpg.org.sg, 8am to 11pm daily

You Have A Say. Protect Your Family.

NCPG
NATIONAL COUNCIL
ON PROBLEM GAMBLING

Apply for Family Exclusion Order or Family Visit Limit



How to apply for Family Exclusion Order (FEO) or Family Visit Limit (FVL)?

1



Scan the QR code or call the National Council on Problem Gambling ("NCPG") at 6354 8154.

2

Applicant to get ready the following information and documents:

- Personal particulars of yourself and the Respondent¹ (such as Name, NRIC/FIN number, contact number and address)
- Supporting documents regarding the gambling behaviour and the harm caused to the family, such as:
 - Casino entry levy tickets, casino membership, lottery tickets
 - Police reports on family violence
 - Bank statements, letter of demand, pawn tickets, credit card bills, I-Owe-You notes
 - Police report on harassment, loanshark notes/payment

3

NCPG will contact the Applicant within 3 working days to follow up on the application.



4

A hearing will be scheduled about 2 weeks from the application. The Applicant and the Respondent are required to attend hearing² where the Committee of Assessors ("COA") reviews the application.

The Respondent may choose to consent or object to the order. If he/she chooses to object but does not attend the hearing, the COA may proceed to make a decision and issue an order.



5

The Applicant will be informed of the outcome of the hearing via courier. The FEO takes effect when the order is delivered to the Respondent. The Respondent will be banned from:

- Entering or remaining on all casino premises;
- Entering or remaining on all jackpot machine rooms³ in private clubs except to perform work⁴ within any of those rooms;
- Accessing Singapore Pools account-related⁵ services if he/she is an existing account holder; and from opening an account if he/she is not an existing account holder.

¹"Respondent" refers to the person whom the application is made against.

²"Hearing" refers to a formal session where your application will be heard and assessed.

³"Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.

⁴This refers to the scope of "defined work" under the Casino Control Act.

⁵This refers to general remote gambling under the Gambling Control Act.



? FAQ

How long will the FEO / FVL be effective?

The FEO / FVL will remain in force unless it is revoked. The Respondent can apply for revocation only after 12 months from the date of the order.

On what basis will the FEO / FVL be granted?

The COA takes into account whether the Respondent's behaviour and actions have caused distress to the family.

Can I select to exclude the Respondent from only one gambling product?

The Family Exclusion Order will be effective across all Singapore casinos, jackpot machine rooms in private clubs, and Singapore Pools online betting account.



What is Third Party Exclusion Order and Visit Limit?

The Third Party Exclusion Order and Visit Limit are social safeguards administered by the National Council on Problem Gambling ("NCPG") to protect financially vulnerable individuals who visit the casinos. Gambling can become highly addictive if not controlled, and may negatively impact the gamblers and their families.

If you are a Singapore Citizen or Permanent Resident who visit the local casino(s), you may receive a letter from NCPG to conduct an assessment of your financial situation.

Individuals found to be financially vulnerable or have poor credit records will be issued with a Third Party Visit Limit. A Third Party Exclusion Order may be imposed for severe cases of financial vulnerability.

? FAQ

Why do I need to provide my financial documents to NCPG?

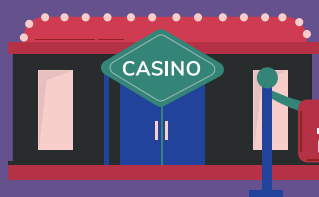
The documents will help NCPG assess your financial situation. The information is kept confidential and will only be used for the assessment of your financial standing. If you are invited by NCPG to declare your financial situation but failed to do so, a visit limit or exclusion order may be proposed based on information available to NCPG.

How do I declare my financial situation?

- Via SingPass at <https://icis-services.ncpg.org.sg>; or
- Arrange an appointment with NCPG at **6354 8154**

What financial documents should I submit?

The key financial documents are IRAS Notice of Assessment, bank statements, credit reports, and other documents indicating savings or investments.



ALL INFORMATION PROVIDED WILL BE KEPT CONFIDENTIAL.

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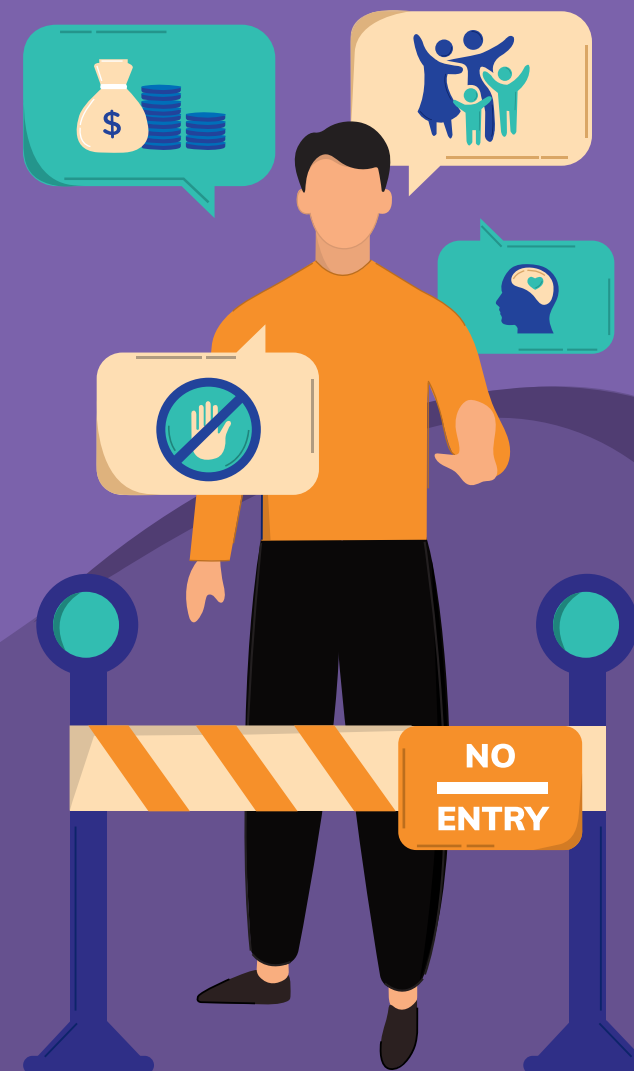
Enquiries and Appointments:

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Email: admin@ncpg.org.sg

Where can I seek help?

National Problem Gambling Helpline at 1800-6-668-668
or Webchat at www.ncpg.org.sg, 8am to 11pm daily

Learn More About Third Party Exclusion Order and Visit Limit



Third Party Visit Limit / Exclusion Order Process



START

1 Notification Letter

You are receiving this letter as the NCPG has noticed that you have been visiting the casino.

2 Submission of Documents

Please submit your documents via:



SingPass at <https://icis-services.ncpng.org.sg>

OR

Arrange an appointment with NCPG at **6354 8154**



3 Review by Committee of Assessors (COA)

The COA will review the information provided and decide if a visit limit or an exclusion order would be beneficial. Next, you will receive either a proposed order or no order through a letter.



4 Proposed Order OR No Order

You may choose to

Accept OR Object to

the proposed order.

If you do not object to the proposed order, you will receive a confirmation of the order after 14 days.



No further action is required.

5 Objection to Proposed Order

If you would like to object, you may submit an application within 14 days along with your financial documents.



6 Review by Committee of Assessors (COA)

The COA will consider your objection. You will receive an outcome letter on the COA's decision.

7 Confirmed Order

The order will be effective as per the date indicated in your letter. If you disagree with the confirmed order, you may appeal within 30 days.

OR

No Order

Your objection is successful. No further action is required.



8 Appeal against a Confirmed Order

If you would like to appeal, you may submit an application within 30 days of the confirmed order.



9 Review by NCPG Council Members

Our Council will review the information provided and decide if the order would be beneficial to you or should it be revoked. You will receive a letter on the Council's decision on whether the appeal is successful or not.



1 Revocation / Variation of Order

If your financial situation has changed since the confirmed order, you may contact NCPG at **6354 8154** to apply for revocation or variation of your order.

You will be referred to our partner agency for assessment of problem gambling and counselling.

All costs will be borne by NCPG.

2 Review by NCPG Council Members

NCPG will review the information submitted.

You may be required to attend a hearing. You will receive an outcome letter on the Council's decision.



Order is varied OR Order remains OR Order is revoked



Calculating Your Visit Limit

1 Visit = 24 Hour at 1 Casino [From the time of first entry on a particular day]

Example: Mdm Ng has a Third Party Visit Limit of **2 visits per month**. She will be able to visit the casino twice in a month for 24-hour period each time. She is able to exit and re-enter the casino **within the 24-hour period**.

Note: To avoid exceeding your Third Party Visit Limit, you are advised to track your visits manually.

Scenarios of Visit Limit:

Legend

Casino A

Casino B

1

May 1	9:00AM	10:00AM	12:00PM
	Enter	Exit	Enter

1 Visit Used
1 Visit Left

Mdm Ng can exit and re-enter the same casino repeatedly within the 24-hour period and it is counted as 1 visit.

2

May 1	9:00AM
	Enter
May 2	9:30AM
	Exit

2 Visits Used
0 Visit Left

The 1st visit starts from 9.00am on 1 May and expires at 8.59am on 2 May. The 2nd visit, starts at 9.00am on 2 May and expires at 8.59am on 3 May.

3

May 31	10:00AM	12:00PM	2:00PM	4:00PM
	Enter	Exit	Enter	Exit

2 Visits Used
0 Visit Left

A visit is used when one enters a different casino. Hence, if Mdm Ng enters both casinos on the same day, she would have used up her visit limit of 2.

4

May 29	9:00AM			
	Enter			
May 30	8:59AM	2:00PM	5:00PM	6:00PM
	Exit	Enter	Exit	Enter

2 Visits Used
0 Visit Left
1 Breach

The visit limit was reached after visiting Casino A twice. The 3rd visit to Casino B will be considered a breach of visit limit and is an offence. Mdm Ng may be investigated by the Gambling Regulatory Authority and an exclusion order may be proposed by NCPG should she breach her Visit Limit again.

5

May 31	10:00PM
	Enter
June 1	11:59PM
	Exit

1 Visit Used in May
1 Visit Used in June

The May visit starts from 10.00pm on 31 May and expires at 9.59pm on 1 June. The June visit, which starts at 10.00pm on 1 June will expire at 9.59pm on 2 June.

Understand Problem Gambling Know the difference.

Casual Gambling

- Gambling for fun
- Gambling within means (e.g., money & time)
- Able to stop gambling any time
- No harm caused to self or family



Problem Gambling

- Betting with more money than planned
- Repeatedly trying to win back losses
- Lying about problems resulting from gambling
- Missing work and family commitments to gamble
- Thinking about gambling all the time
- Tried reducing gambling but unable to do so
- Having increased debt, unpaid bills, or other financial trouble because of gambling

If you can relate to the situations under Problem Gambling, you may be at risk of or may already be addicted to gambling.

Seek assistance immediately.



Resources

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Where can I seek help?

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or Webchat at www.ncpg.org.sg, 8am to 11pm daily

Overcome Problem Gambling

Seek help today.



What can I do?

Step 1

Restrict or limit your gambling



Casinos

Apply for Casino Self-Exclusion or Voluntary Visit Limit to stop or limit yourself from entering the casinos.

Online gambling with Singapore Pools (Lottery, sports and horse race betting)

Apply for Self-Exclusion to stop yourself from gambling online with Singapore Pools.



Jackpot Machine Rooms (Private clubs)

Apply for Self-Exclusion to stop yourself from entering jackpot machine rooms.

Scan the codes to apply or call NCPG at 6354 8154 for further assistance.



Apply for Self-Exclusion from the various gambling venues



Apply for Casino Voluntary Visit Limit

Step 2

Speak with a professional about the problems you are facing



National Problem Gambling Helpline & Webchat

Call us at **1800-6-668-668** or scan the code to chat with our help professionals.



Operating hours: 8am - 11pm daily.
You may remain anonymous.

Counselling at NCPG's Appointed Agency

The Resilienz Clinic @ Novena Medical Centre
Call **6397 7300** to make an appointment.

Operating hours:
• Mon - Fri (9am - 5.30pm)
• Sat (9am - 12.30pm)

** Helpline and Webchat services are free of charge.
Counselling is free of charge for Singapore Citizens and Permanent Residents.*

Step 3

Manage outstanding loans, debts and find support through community agencies

Arise2Care Community Services ☎ 6909 0628	● ●
Blessed Grace Social Services ☎ 8428 6377	● ●
The Silver Lining Community Services ☎ 6749 0400	● ●
Adullam Life Counselling ☎ 6659 7844 / 9423 8832	● ●
Ascending Hope Community Services ☎ 9787 7100	● ●
WE CARE Community Services ☎ 3165 8017	● ●
One Hope Centre ☎ 6547 1011	● ●
THK Centre for Family Harmony @ Circuit ☎ 6747 7514	●
Association of Muslim Professionals (AMP) ☎ 6416 3960 / 6416 3961 (Helpline)	● ●
Credit Counselling Singapore ☎ 6225 5227	●
National Addictions Management Service (NAMS) ☎ 6 - RECOVER (6 732 6837)	● ●
Changi General Hospital (Addiction Medicine Clinic) ☎ 6850 3333	●

- Debt Management
- Support groups
- Counselling

