

TAKE CONTROL.

Voluntary Self-Exclusion is for persons struggling with their gambling looking for help staying out of casinos.

Research has shown that for some people, Voluntary Self-Exclusion can effectively help manage a problem with gambling.



HAVE A VSE QUESTION?

Ask a GameSense Advisor at the GameSense Info Center, call GameSense at 1-800-426-1234 or visit gamesensema.com

For help at any time, call the 24-hour problem gambling helpline at **1-800-327-5050** or visit mahelpline.org/problemgambling to chat with a trained specialist. Services are free, confidential, and available in multiple languages.

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Know when to step away

VOLUNTARY SELF-EXCLUSION

A program to help take control.



GameSense

WHAT IS VOLUNTARY SELF-EXCLUSION?

It's a statewide program which allows you to voluntarily exclude yourself from the gaming floor of all Massachusetts casinos. By enrolling in the program, you agree to forfeit all rewards points and will automatically be removed from any casino marketing lists.

WHO CAN ENROLL?

Anyone struggling with their gambling is eligible to enroll. Only the individual who is excluding may enroll in the program. Enrollment cannot be carried out by concerned friends or family.

HOW LONG WILL I BE EXCLUDED?

You can choose a term from one year to a lifetime. While you may extend the duration at any time, you will not be able to reduce the term.



FROM WHICH PROPERTIES AM I EXCLUDED?

Participants are excluded from the gaming floor of all casinos in Massachusetts, regardless of whether or not they are operational at the time of enrollment. Casino operators reserve the right to share participant information with all of their properties, including those outside of Massachusetts.

IS ENROLLMENT DIFFICULT?

While the decision to enroll can be difficult, the process is not.

Professionals who have been trained in enrollment can help make the process easier and are equipped with information on local treatment resources.

HOW CAN I ENROLL?

Enrollment must be done in person with a trained professional. To schedule enrollment:

- 1 Enrollment must be done in person or remotely with a trained professional. To schedule enrollment, speak with a GameSense Advisor in person at any Massachusetts casino or call 1-800-426-1234. Enrollments may also be scheduled by emailing vse@massgaming.gov
- 2 Please bring ID to your enrollment appointment and be prepared to complete an enrollment form and have a photo taken.

To speed up the process, you may review the enrollment form which can be found on the Massachusetts Gaming Commission's website:

massgaming.com/vse

CAN I STILL VISIT CASINOS IF I SELF-EXCLUDE?

You are allowed to visit non-gaming areas of the casino, but you will not be allowed to access any part of the gaming floor.

WHAT HAPPENS IF I GAMBLE DURING MY EXCLUSION TERM?

An excluded person identified on the gaming floor will be escorted from the area and must forfeit any money wagered, losses, or winnings. This includes confiscation of any money or thing of value that has been converted to a wagering instrument including things like chips, tokens, prizes, non-complimentary pay vouchers, electronic credits on a slot machine, and vouchers representing electronic credits/TITO slips.

WHAT HAPPENS WHEN MY EXCLUSION TERM ENDS?

You will remain excluded permanently until you have completed a reinstatement session. During this session, a trained professional will discuss with you safe gaming tips, risks of gambling and referrals to additional help should you want it.

Please note that your term does not expire automatically, and you will only be removed from the list after successful completion of the reinstatement session and upon written confirmation from the MGC.

To schedule a reinstatement session, speak with a GameSense Advisor in person at any Massachusetts casino or call 1-800-426-1234. Enrollments may also be scheduled by emailing vse@massgaming.gov

HOW WILL MY PERSONAL INFORMATION BE PROTECTED?

We take privacy very seriously and protect your sensitive information using only secure procedures. Under no circumstances will your information be shared with a family member, employer, or clinician.