

The Gaming Commission protects gamblers

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GAMING
COMMISSION



www.gamingcommission.be



Introduction

Gambling should ideally remain a form of entertainment. However, there may be times when gambling becomes too big a part of your life and you may feel you are losing control of the situation. If this happens to you, you are likely to face a number of problems.

The purpose of this leaflet is to help you see your gambling habits more clearly and set some protective boundaries. Social or psychological help is available for changing your gambling habits. If this aid is not sufficient to limit your problems or protect what is important, the Gaming Commission allows you to be excluded from casinos and gaming establishments (online and offline) and from betting (online).



Gamble in moderation



Know your limits and know how to stop

- Before you start, set yourself a limited amount and a precise playing time,
- Always keep in mind the frequency and cost of your game,
- Don't try to recoup lost money,
- Don't replay all your winnings,
- Don't lose sight of the fact that, in total, you always lose more than you can imagine winning.



Warning signs

- You are playing for longer and longer and more often,
- You need to bet larger and larger amounts to experience pleasure or relief,
- You don't accept your losses and try to recoup them,
- You gamble money that is intended to pay for your rent or groceries,
- You borrow money to gamble,
- You lie about your gambling practices,
- You have obsessive thoughts about gambling or how to find money to gamble,
- You drop activities or people that are important to you so you can gamble,
- You gamble to try to solve your financial problems or escape these everyday worries.

The WHO recognised pathological gambling as a disease in 1980. Since 2013, we have talked about «gambling disorder». A person may have a mild, moderate or severe gambling disorder. The origin, course and treatment of this disorder are comparable to those of substance use disorders.



Test

Is your gambling fun or problematic?
Read these statements and take stock.

- 1 Sometimes I have felt depressed or anxious after a session of gambling
- 2 Sometimes I have felt guilty about the way I gamble
- 3 Gambling has sometimes caused me problems
- 4 Sometimes I have found it better not to tell others, especially my family, about the amount of money I've lost gambling
- 5 I often find that when I stop gambling I have run out of money
- 6 I sometimes get the urge to return to gambling to win back losses
- 7 I have already had comments about my gambling behaviour in the past
- 8 I have tried to win money to pay my debts

Conclusion

The EIGHT Screen test was developed by Sean Sullivan (1999). If you answered «yes» to four or more statements, gambling may be causing you problems. It would be advisable to talk to your family doctor or someone you trust, or to contact an aid organisation in your area to discuss your concerns.

Exclusion



If gambling is causing problems in your life (loss of money, tension, depression, lying, stress, etc.), you can contact the Gaming Commission and ask to be excluded from casinos and gaming establishments (online and offline) and betting (online).

There is also a procedure for a third party to request an exclusion.

You can apply for an exclusion :

- via the **EXCLUSION FORM** available online on our website : www.gamingcommission.be
- by **POST** or **EMAIL**.

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COMMISSION

Cantersteen 47 | 1000 Brussels
info@gamingcommission.be

REQUEST FOR SELF-EXCLUSION FROM CASINOS AND GAMING ESTABLISHMENTS (ONLINE AND OFFLINE) AND BETTING WEBSITES (ONLINE) INTRODUCED BY POST OR EMAIL.

- 1 Fill in the ad hoc online form available on the Gaming Commission (GC)'s website carefully or put your self-exclusion request in writing and sign it.

www.gamingcommission.be

- 2 Attach a copy of both sides of your identity card or an official document from your country of residence confirming your identity.
- 3 Send the documents to the following address: FPS Justice - Gaming Commission - Cantersteen 47 - B-1000 Brussels or by email to: exclusion@gamingcommission.be

Your personal data will be included in a database managed by the FPS Justice and will be processed with care. The GC is authorised to process your personal data on the basis of its legal obligations in the public interest, including the protection of the player. In accordance with the General Data Protection Regulation (EU Regulation 2016/679), you have the right to consult and modify this data and, in certain cases, to have it deleted. Your personal data will not be transferred to third parties, with the exception of the competent authorities. The GC may retain and use this data to correctly track your file and will retain it for a period of time as prescribed by law.

There is also a procedure for a third party to request an exclusion. For more information, please contact the Gaming Commission.

Aid

There are many resources available from home:

- For information, evaluation tests, or risk reduction programmes, you can consult the following websites: **www.cliniquedujeu.be**, **joueurs.aide-en-ligne.be**, **www.gokhulp.be**. The last two websites even offer chat assistance with a psychologist. It is anonymous and free of charge.
- For an initial chat, advice or an appointment, you can contact :

Infor-Drogues (FR) : www.infordrogues.be

02 227 52 52

(Mon-Fri : 8-22 h ; Sat : 10-14 h)

De Druglijn (NL) : www.druglijn.be

078 15 10 20

(Mon-Fri : 10-20 h)

SOS Gambling

0800 35 777

(24/7)

Teleonthaal (NL) : www.tele-onthaal.be

Télé-accueil (FR) : www.tele-accueil.be

107 (NL) and **106 (FR)** (24/7) will also accept your calls.

Self-Help Groups

Gamblers Anonymous (GA). The benefit of these groups is that they offer mutual support to their members, by and for people who have (had) gambling problems themselves. Here are the contact details of the existing GA groups:

LIÈGE Fabrice - Tel : 0478 55 26 84 or Christophe - Tel : 0496 95 94 47

NAMUR Pascal - Tel : 0496 27 65 96

BRUSSELS François - Tel : 0492 46 14 62

limburg@zelfhulpgroepgokken.be
vlaamsbrabant@zelfhulpgokken.be

Support services

Most mental health services (SSM or CAW in Belgium) or hospital-connected services offer individual counselling or consultations.

Clinique du Jeu/CHU Brugmann

Place Van Gehuchten 4 - 1020 BRUXELLES

Tel : 02/477.27.76 - www.cliniquedujeu.be

La Clé Day Hospital - Bd de la Constitution 153 - 4020 LIÈGE

Tel : +32 (0)4 342 65 96 - www.cyberdependance.be

CGG VAGGA - Boomgaardstraat 7 - 2018 ANTWERP

Tel : +32 (0)3 256 91 40 - www.vagga.be

ZorGGroep Zin - Salvatorstraat 25 - 3500 HASSELT

Tel : +32 (0)11 27 42 98 - www.zorggroepzin.be

Some hospitals offer residential care. Mutual insurance companies also often offer help to the parents, children and partners of people with gambling problems. For contact information for other services near you, **visit the Gaming Commission's website on the "Player Protection" page.**

Gambling and (excessive) debt

Gambling is never a solution to financial problems. Unrestricted or unmanaged gambling itself causes new financial problems that can lead to over-indebtedness. If you have financial problems, you can ask for help from a competent debt mediation service or for help in managing your budget.

BRUSSELS

www.mediationdedettes.be

WALLONIA

<http://socialsante.wallonie.be/surendettement/citoyen/>

FLANDERS

www.eerstehulpbijschulden.be - www.caw.be