

May 2023

## SELF-EXCLUSION ENHANCEMENTS AND STATISTICS

BCLC's self-exclusion program, now called Game Break, is a resource for individuals who recognize they are experiencing difficulties associated with gambling. Participants choose to restrict themselves from B.C. gambling facilities and/or PlayNow.com for terms starting from six months up to three years. Game Break is a voluntary program, an opportunity to take a break from gambling, and can be the first step in seeking help for individuals struggling with unhealthy-gambling behaviours.

Self-exclusion programs are the industry standard in Canada and one of several tools offered by BCLC to help people who recognize they may need to take a break from gambling.

Individuals can sign up to self-exclude in person at a gambling facility, at one of BCLC's offices, virtually with a GameSense Advisor, or directly on PlayNow.com. When signing up, individuals are referred to a gambling-support professional, a free service provided by the B.C. government. Further, BCLC has introduced an active reinstatement process for those who wish to return to gambling after their self-exclusion term has expired in order to improve support for individuals and help participants better understand their gambling behaviours.

To learn more about BCLC's self-exclusion program, visit <https://corporate.bclc.com/player-health/voluntary-self-exclusion.html>.

As of May 1, 2023, there have been 10,818 enrollments and re-enrollments in Fiscal Year 2022/23.

Fiscal Year 2022/23	Q1 (April – June 2022)	Q2 (July – Sept. 2022)	Q3 (Oct. – Dec. 2022)	Q4 (Jan. – Mar. 2023)
<b>Total number of individuals enrolled/renewed</b>	2,619	2,688	2,747	2,764
Enrolled at Casino/CGC/Bingo	912	895	887	1,020
Enrolled at PlayNow.com	1,706	1,793	1,860	1,744
<b>Total number of new enrollments</b>	947	945	983	1,068
<b>Total reported self-exclusion infractions</b>	1,177	1,115	1,022	964



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Fiscal Year 2021/22**	Q1 (April – June 2021)	Q2 (July – Sept. 2021)	Q3 (Oct. – Dec. 2021)	Q4 (Jan. – Mar. 2022)
<b>Total number of individuals enrolled/renewed</b>	1,303	2,520	2,062	2,873
Enrolled at Casino/CGC/Bingo	14	1,206	835	896
Enrolled at PlayNow.com	1,289	1,314	1,227	1,977
<b>Total number of new enrollments</b>	639	844	840	1,201
<b>Total reported self-exclusion infractions</b>	0	1,044	747	1,120

Fiscal Year 2020/21**	Q1 (April – June 2020)	Q2 (July – Sept. 2020)	Q3 (Oct. – Dec. 2020)	Q4 (Jan. – Mar. 2021)
<b>Total number of individuals enrolled/renewed</b>	986	1,259	1,732	1,695
Enrolled at Casino/CGC/Bingo	4	5	6	2
Enrolled at PlayNow.com	982	1,254	1,726	1,693
<b>Total number of new enrollments</b>	510	660	980	960
<b>Total reported self-exclusion infractions</b>	0*	0*	0*	0*

\*\*Gambling facilities in B.C. were temporarily closed during the COVID-19 pandemic, from March 16, 2020 to June 30, 2021.