



Responsible Gaming

MDCLICK is committed to Responsible Gaming. We promote gaming as an enjoyable leisure activity and we believe that gaming can only remain this way if you stay in control and gamble responsibly. However, we know that for some people gaming can stop being a harmless leisure activity and become a problem.

To assist you we offer a range of advice and account options to help you manage your gaming. These give you control of both the time and money you spend gaming.

Our customer service staff receive dedicated training on dealing with problem gaming issues and are available to listen and to support you in keeping control.

There are also several independent gaming support services who offer a range of contact methods together with free and confidential advice.

Stay in Control.

We believe that gaming should always be an enjoyable leisure activity. Remembering these simple tips can help make sure your gaming doesn't become a problem.

- Gaming should be entertaining and not seen as a way of making money.
- Only play what you can afford to lose.
- Monitor the amount of time you spend playing. Set up Reality Checks to remind you how long you have been logged into your account.
- Balance Gaming with other activities. If gambling is your only form of entertainment think about whether you are still having fun.
- Take regular breaks from Gaming. Gaming continuously can cause you to lose track of time and perspective.
- Don't play when under the influence of alcohol or when you're upset or depressed.
- Think about how much money you spend Gaming.

Recognize a Problem

Whilst most of our customers enjoy Gaming in a safe and responsible manner, for a small number of people Gaming can have a harmful impact.

Answering the self-assessment below will help you consider whether you have a problem:

- Do you play to escape from a boring or unhappy life?
- When playing and you run out of money, do you feel lost and in despair and need to play again as soon as possible?
- Do you play until your last penny is gone, even the fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent gaming?
- Have you lost interest in your family, friends or hobbies because of your gaming?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to play?
- Do you feel depressed or even suicidal because of your gaming?

The more you answer 'yes' to these questions, the more likely you are to have a gaming problem. If you have answered 'yes' we recommend that you speak to someone about your answers, We also recommend that you consider Self-Exclusion.

Take a Break

Time-Out

If you want to take a short break from gaming with us, you can do so by taking a Time-Out for a period of 24 hours, 48 hours, 7 days or 30 days.

If you feel you are at risk of developing a gaming problem or believe you currently have a gaming problem, you should consider Self-Exclusion.

