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**Marked Increase in Calls to NCPG Helpline and
for Casino Exclusion Orders**

The National Council on Problem Gambling (NCPG) announced an increase in the number of self-exclusion applications and family exclusion orders, and calls to the helpline at 1800-6-668-668. This reflects greater awareness of the NCPG helpline as a resource for people to seek help for problem gambling.

Number of calls to the NCPG Helpline

The number of calls to the NCPG helpline has more than doubled in the last two months. From October 2009 to January 2010, the NCPG helpline received an average of nearly 200 problem gambling related calls per month. In February 2010, the helpline received 450 problem gambling related calls, an increase of around 125%. As at 28 March 2010, there were around 520 such calls.

Family and Self-Exclusion Orders

Orders for Family Exclusion have also risen significantly in the last two months. From April 2009, when Family Exclusion applications opened up to January 2010, there were 19 orders issued. Since February 2010 to end March 2010, 30 orders were issued. In February 2010, there were 16 orders issued, while in March 2010, there were 14 such Orders. This brings the total number of Family Exclusion Orders to 49.



The NCPG has also noted the steady rise in the number of Self-Exclusion applications. With the launch of Self-Exclusion applications through the NCPG website on 26 November 2009, there have been 567 such applications, with 158 applications in the first two months, 191 and 218 in the February and March 2010 respectively.

Mr Lim Hock San, Chairman, NCPG, said, “Casino exclusion is a useful and necessary social safeguard for individuals and families to help themselves draw the line between social and problem gambling. We would like to remind families to apply for family exclusions for their loved ones, if they feel there is a need to do so. We also encourage religious, social and community organisations who know of members with gambling problems to ask them or their families to come forward to use these measures to protect themselves.”

Mrs. Mildred Tan, Chairperson, Public Communications Subcommittee, NCPG, added, “We are hopeful that we can successfully reach out to those who feel that they have crossed the line or are in danger of crossing the line into problem gambling. We encourage gamblers with a problem or their family members to contact the NCPG helpline at 1800-6-668-668. The NCPG remains committed to curbing the social ills of problem gambling.”

ANNEX 1: BREAKDOWN OF FAMILY EXCLUSION (AS AT 26 MARCH 2010)

ANNEX 2: SELF-EXCLUSION STATISTICS (AS AT 26 MARCH 2010)

ANNEX 3: HELPLINE CALLS (AS AT 28 MARCH 2010)

ANNEX 4: FACTSHEET – CASINO EXCLUSION

ANNEX 5: ENGLISH-CHINESE GLOSSARY

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Issued by:

Bates 141 Singapore on behalf of NCPG (www.ncpg.org.sg)

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About the National Council on Problem Gambling (NCPG):

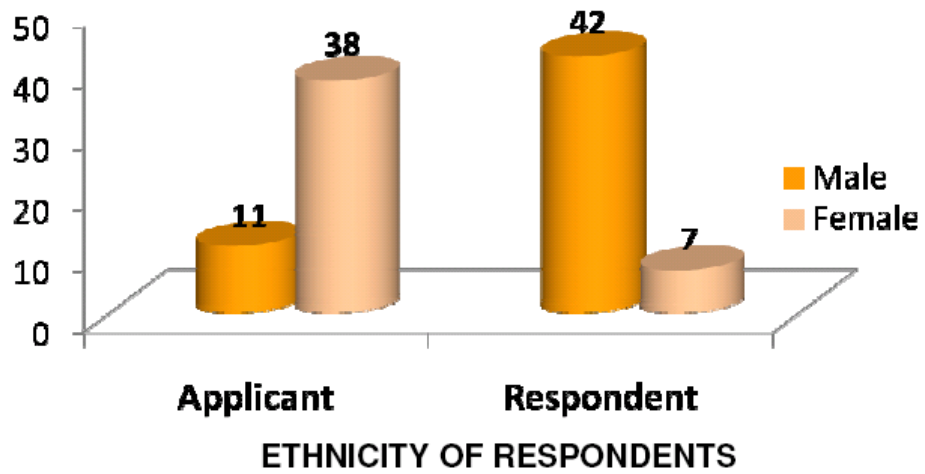
The NCPG was appointed in August 2005 as part of Singapore's national framework to address problem gambling. It is a council comprising 20 members with expertise in public communications, psychiatry and psychology, social work, counselling and rehabilitative services. The Council's role is to provide advice and feedback to the Ministry of Community Development, Youth and Sports (MCYS) on public education programmes on problem gambling and on the effectiveness of treatment, counselling and rehabilitative programmes; to decide on funding for these programmes; preventive and rehabilitative programmes; and on the applications for exclusion of persons from casinos. Stop Problem Gambling. Know The Line.

Call 1800-6-668-668. For more information, please see www.ncpg.org.sg.

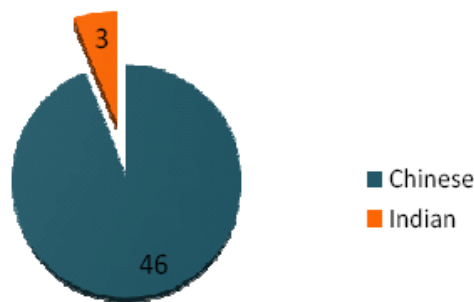
ANNEX 1: BREAKDOWN OF FAMILY EXCLUSION (AS AT 26 MARCH 2010)

Source: National Council on Problem Gambling

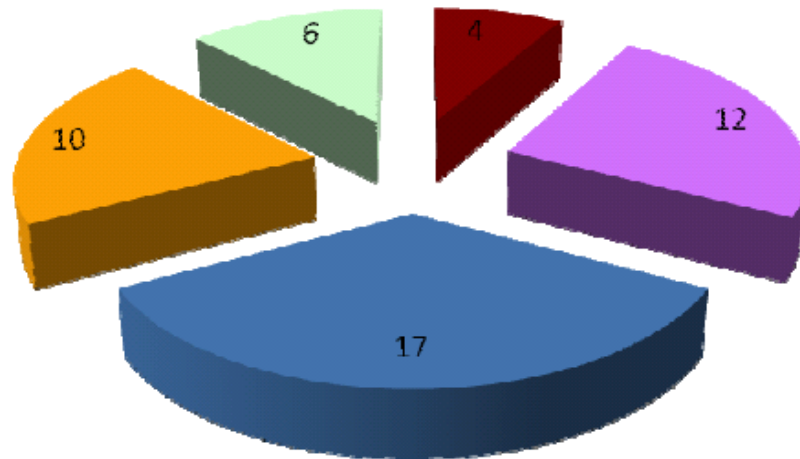
GENDER



ETHNICITY OF RESPONDENTS

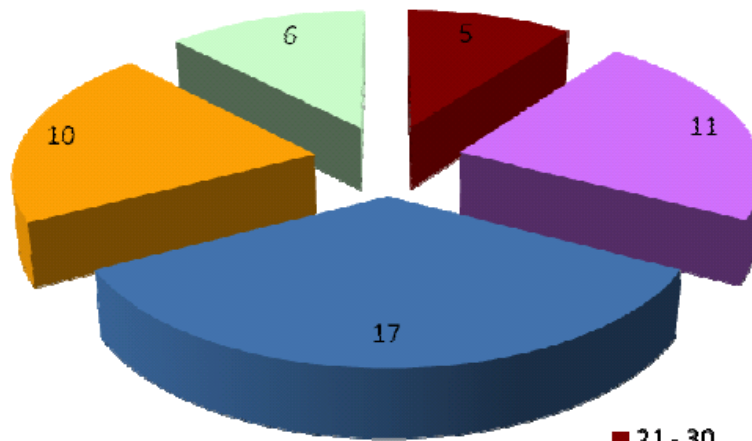


AGE RANGE (APPLICANTS)



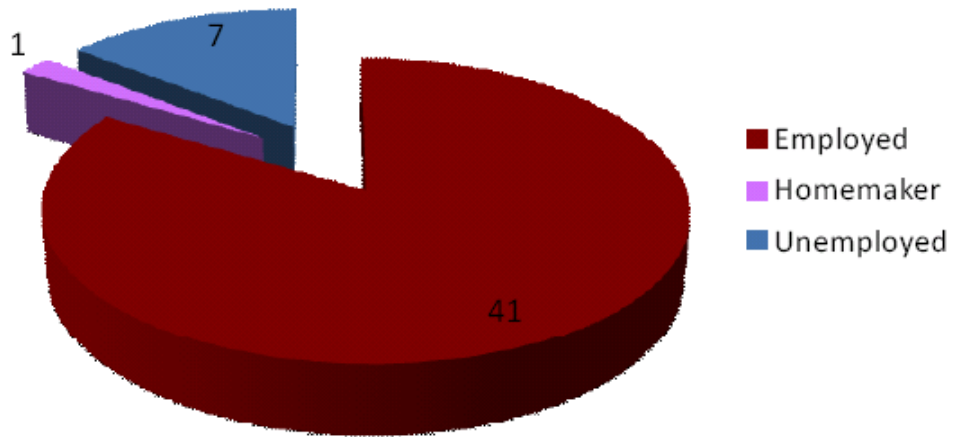
- Below 21
- 41 - 50
- 60 & Above
- 31 - 40
- 51 - 60

AGE RANGE (RESPONDENTS)

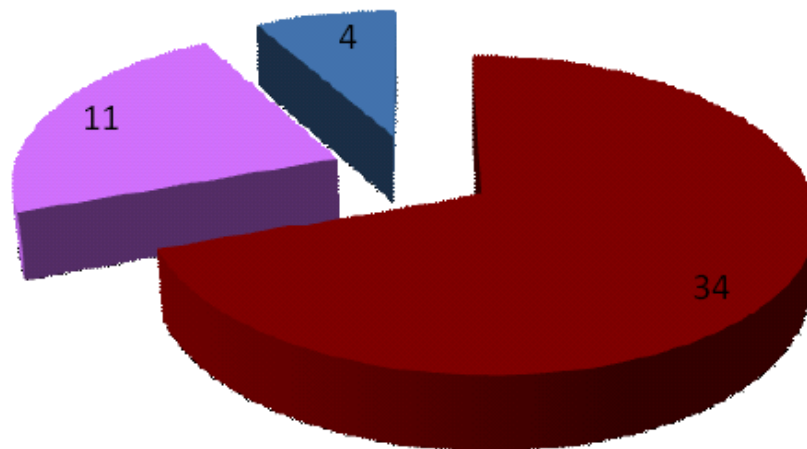


- 21 - 30
- 41 - 50
- 60 & Above
- 31 - 40
- 51 - 60

EMPLOYMENT STATUS (RESPONDENTS)



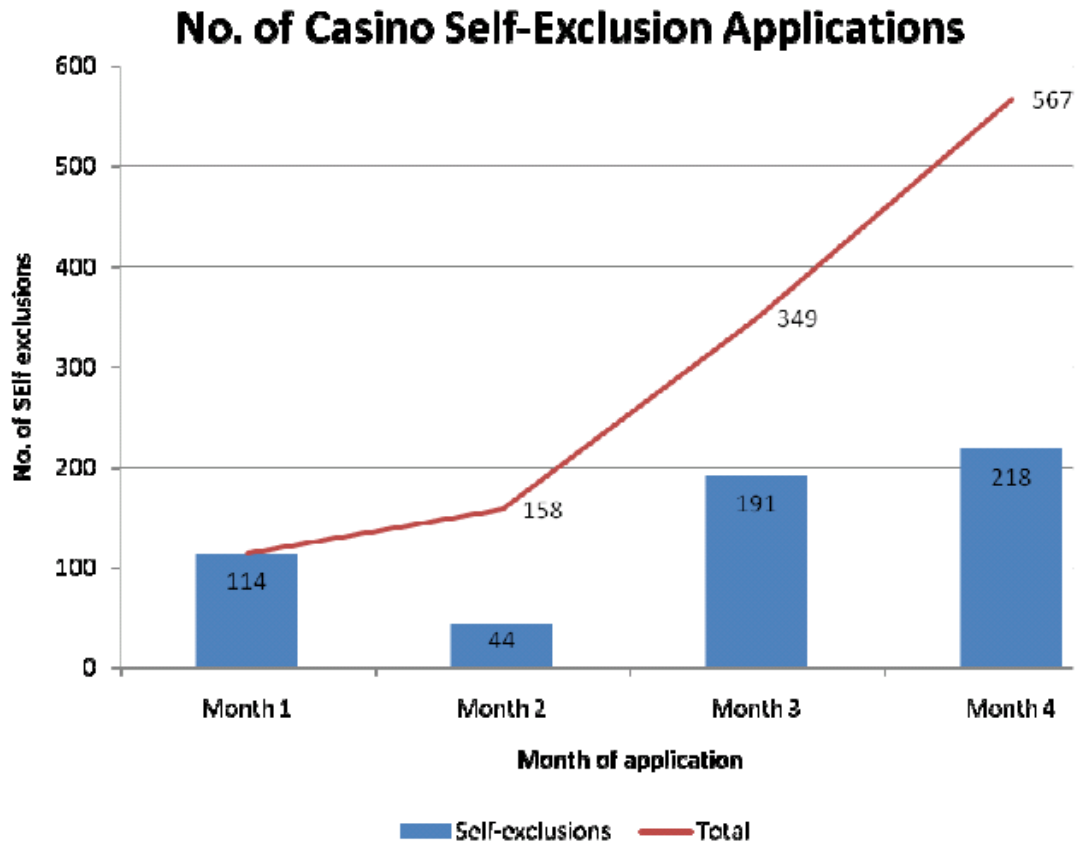
EMPLOYMENT STATUS (APPLICANTS)



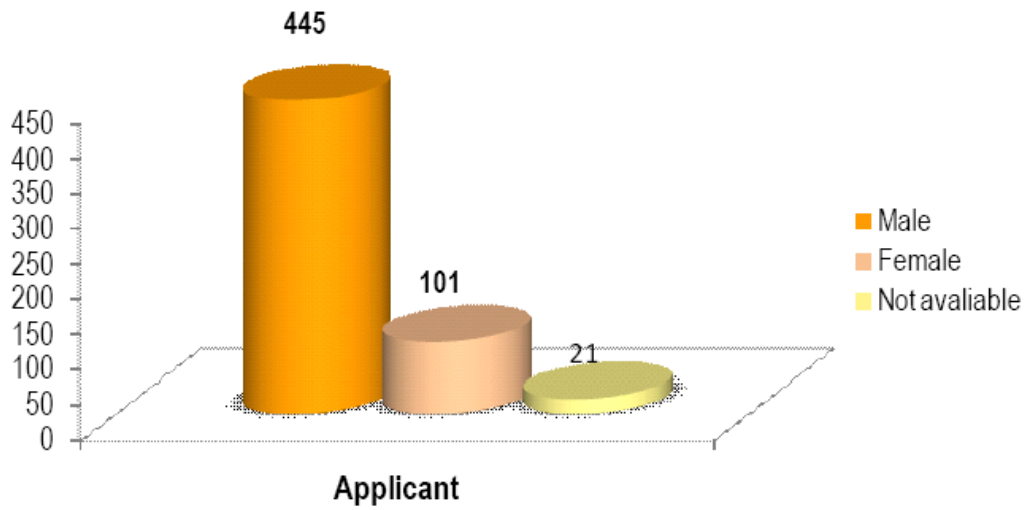
		APPLICANT				
		Husband	Wife	Parent	Child	Sibling
RESPONDENT	Husband		19			
	Wife	2				
	Parent				9	
	Child			9		
	Sibling					10

ANNEX 2: SELF-EXCLUSION STATISTICS (AS AT 26 MARCH 2010)

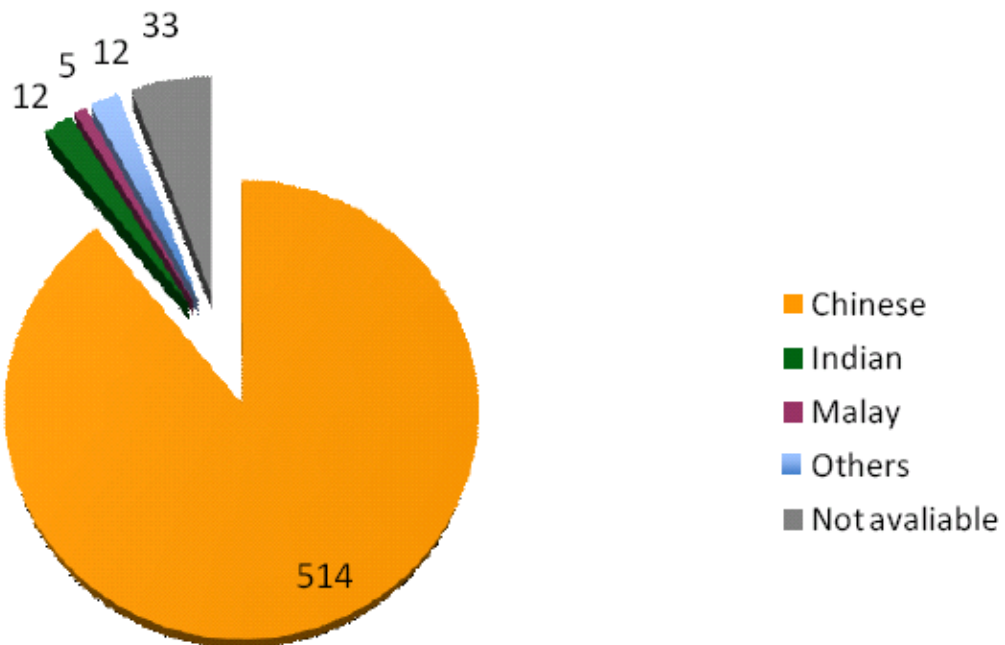
Source: National Council on Problem Gambling



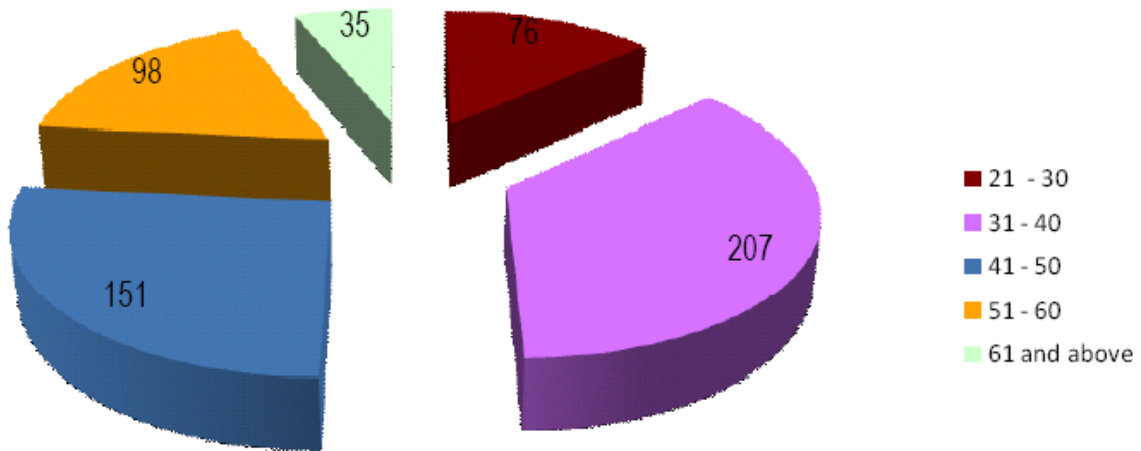
GENDER



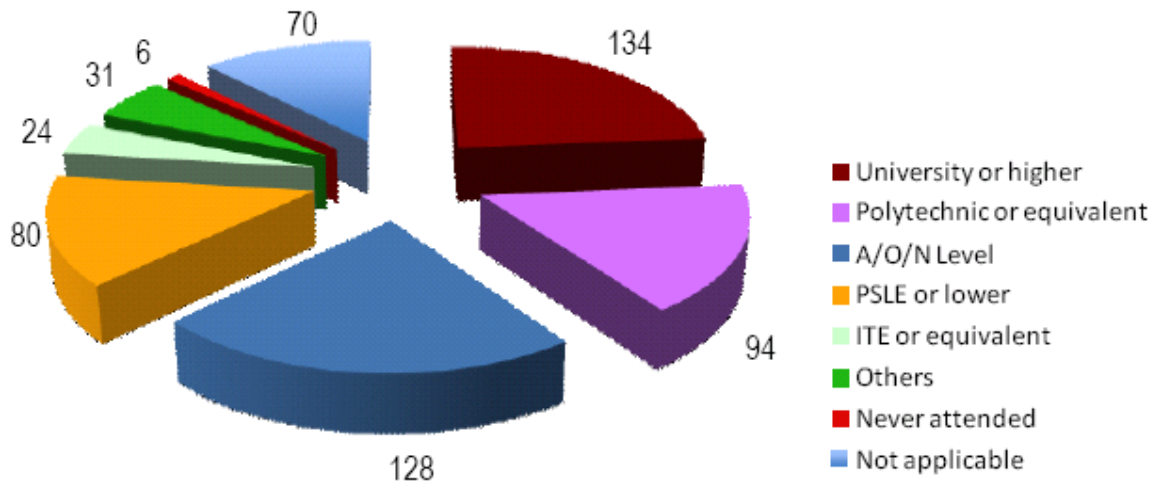
ETHNICITY



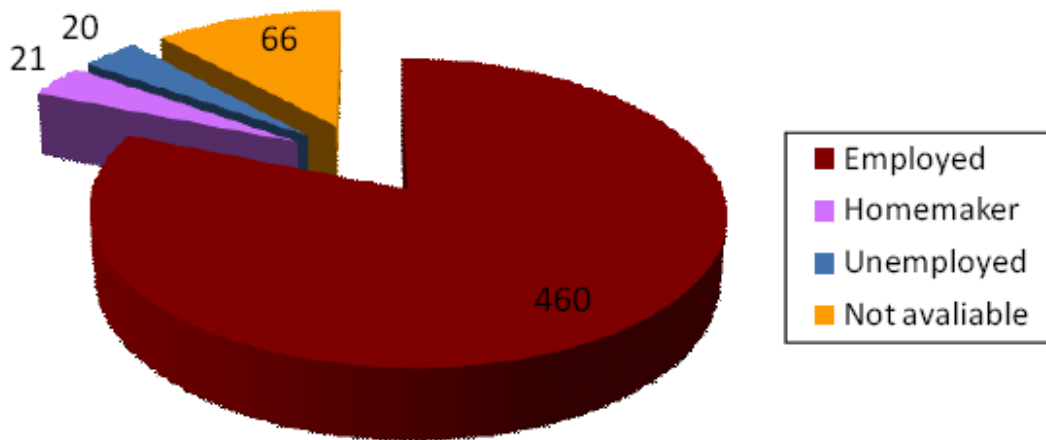
AGE RANGE (APPLICANTS)



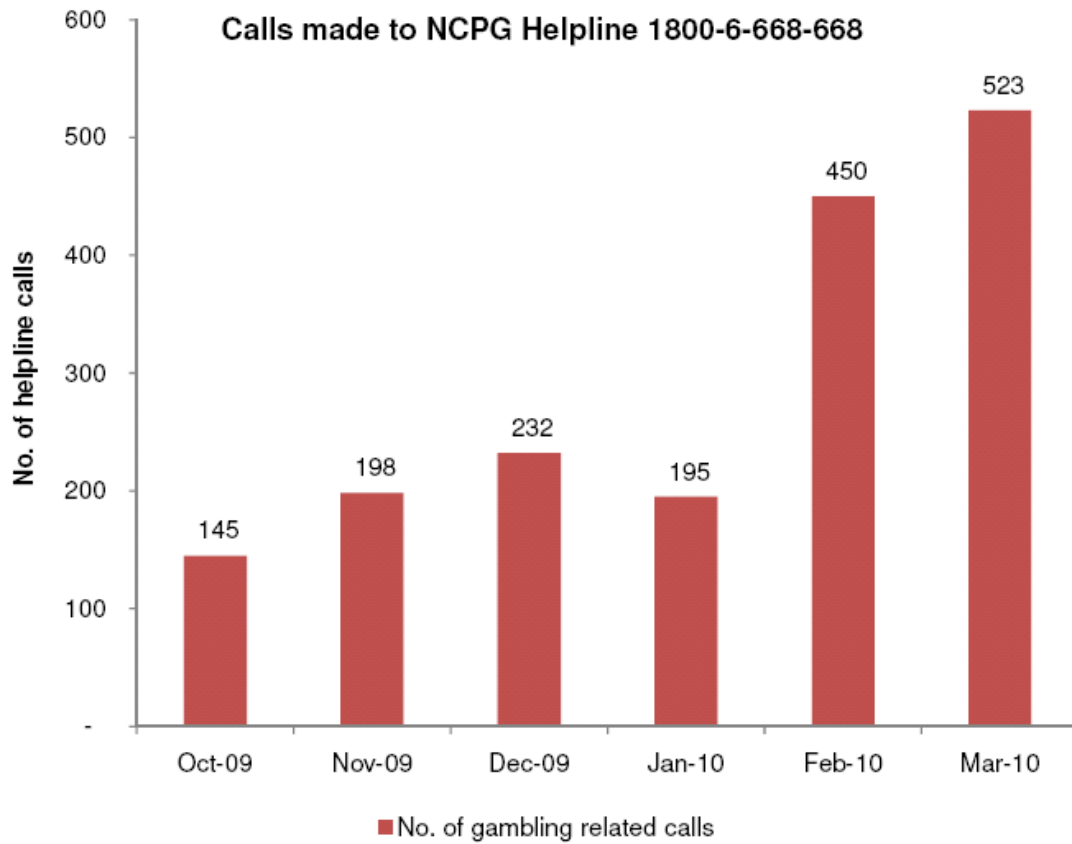
EDUCATION (APPLICANTS)



EMPLOYMENT STATUS (APPLICANTS)



ANNEX 3: HELPLINE CALLS (AS AT 28 MARCH 2010)



ANNEX 4: FACTSHEET – CASINO EXCLUSION

What is Problem Gambling?

Problem gambling is a progressive condition similar to alcohol or drug addictions. If you experience difficulty in controlling your gambling, you may have a gambling addiction, which could lead to serious personal, financial and family issues.

Casino Exclusion is a social safeguard that can help stop problem gamblers and those in financial hardship from entering the casinos in Singapore.

Signs of problem gambling:

1. Gambling until the last dollar is spent
2. Borrowing money to finance gambling
3. Gambling with money meant for other purposes
4. Loss of sleep, depression or suicidal thoughts
5. Failed attempts to give up gambling
6. Gambling longer than intended

Different Types of Casino Exclusion:

Which type of Casino Exclusion can you apply for?

Self-Exclusion

If you wish to exclude yourself from the casinos, you may apply online at www.knowtheline.sg using your SingPass. If you would like to seek help, please call our helpline at 1800-6-668-668.

Family Exclusion

You may wish to apply for a Family Exclusion Order to bar a family member who has caused serious harm to the family due to gambling. Please follow these steps.



A hearing will be held by a Committee of Assessors to decide if it is in the best interests of the family to issue the family exclusion order.

Third-Party Exclusion

If you are an un-discharged bankrupt or receiving financial aid from the Government, you will be automatically excluded. You do not need to apply.

Who can be excluded from the casinos?

The person to be excluded must be a Singapore Citizen or Permanent Resident aged 21 and above.

Are there any application fees?

There are no fees involved.

What is the minimum period for the Casino Exclusion?

For Self-Exclusion

Minimum period is one year. Application for termination may only be made after the minimum period, in person at the NCPG.

For Family Exclusion

Minimum period is one year. Application for termination may only be made after the minimum period, in person at the NCPG and subject to the approval of the NCPG.

For Third-Party Exclusion

The exclusion will cease automatically if you are discharged from bankruptcy or Government financial aid.

Please note that the Council will need time to ensure that the casinos and all relevant authorities are notified of your discharge. Until the casino operator is so notified (which may take about a month), it can still refuse your entry into the casino under section 165A(8) of the Casino Control Act.

How do I know if I have been excluded?

For all exclusions, you may check your exclusion status on www.knowtheline.sg. For Family Exclusion, the affected individual will also be notified after a Committee of Assessors has decided on the application.

I have more questions on problem gambling. Who can I ask?

Please call our helpline at **1800-6-668-668** or visit www.knowtheline.sg for more details.