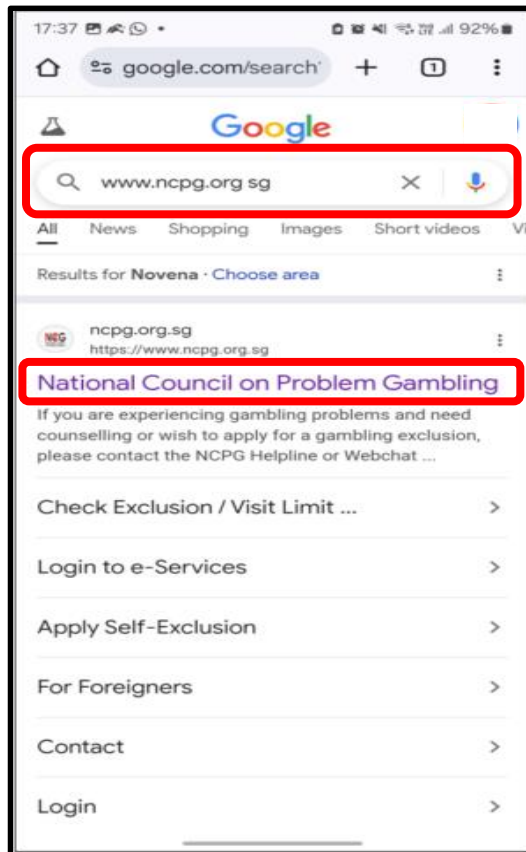**Step-by-Step Guide to Self-Exclusion:**

a) Self-exclusion application
b) Self-revocation application
c) Check status for exclusion

Contents

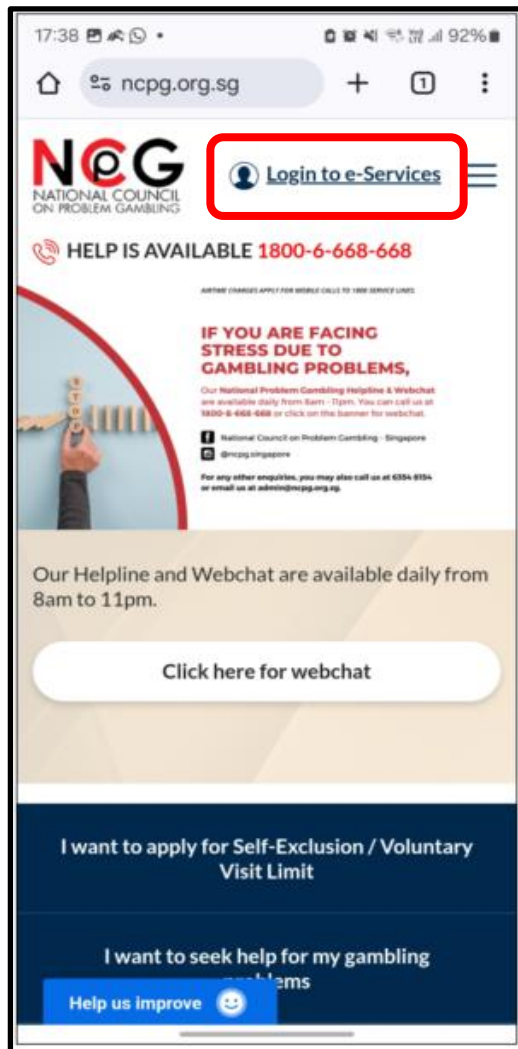# How to visit NCPG Website

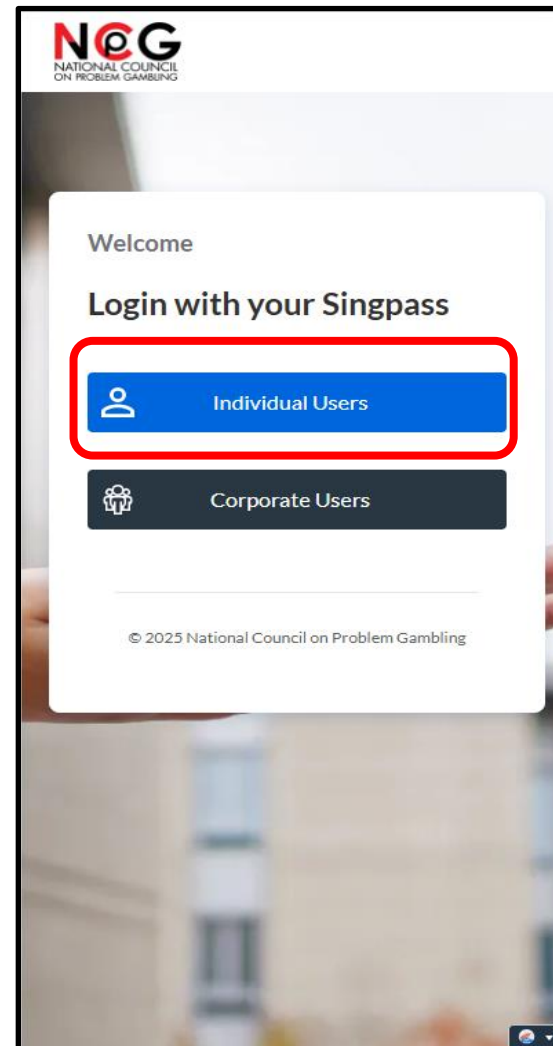
Step 1: Go to www.ncpg.org.sg in browser

Step 2: Click "National Council on Problem Gambling"

Step 3: Click "Login to e-Services"
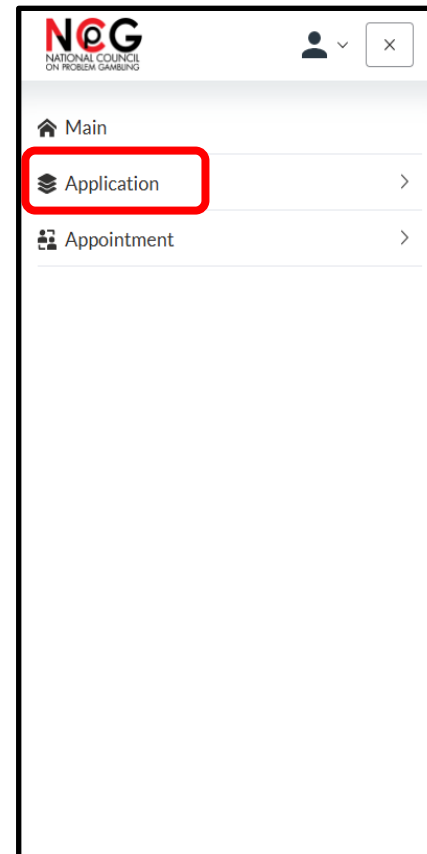
Step 4: Click "Individual Users"

Step 5: Log in with Singpass or password

Apply self-exclusion (Block yourself from gambling)

Step 1: "Go to Menu"

Step 2: Click "Application"

N©G
NATIONAL COUNCIL
ON PROBLEM GAMBLING

← Application

Individual >

Family >

Third Party >

Exclusion By Law >

Step 3: Click "Individual"

N©G
NATIONAL COUNCIL
ON PROBLEM GAMBLING

← Individual

Self-Exclusion

Voluntary Visit Limit

Revoke Self-Exclusion

Revoke Voluntary Visit Limit

Step 4: Click "Self-Exclusion"

Self-Exclusion Application

An individual may apply to exclude oneself from one or more of the following gambling activities in Singapore:

- Casinos (Resorts World Sentosa and Marina Bay Sands)
- Jackpot machine rooms at private clubs
- Singapore Pools online betting

Important Notes

🕐 Please note that this form may take **5 minutes** to complete.

📄 Supporting documents are not required.

❓ What happens after I submit the application?

❓ Is there a minimum duration for the Self-Exclusion?
We require applicants to be on the exclusion for at least a year before they apply to revoke.

¹"Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.

²This refers to the scope of "defined work" under Casino Control Act.

³This refers to general remote gambling under the Gambling Control Act.

Upon clicking "I understand", you will proceed to the application page after Singpass login.

Cancel | **I understand**

Step 5: Click "I understand"

Application for Self-Exclusion

① ——————— ②

My Details

Tell us about you.

This section is to understand more about you as the Applicant for the Self-Exclusion.

All fields are required unless marked as optional.

Use MyInfo to retrieve personal data from relevant government agencies to pre-fill relevant fields.

Retrieve MyInfo with singpass

CHOICE OF EXCLUSION ⌃

Where do you wish to exclude yourself?

☐ Select All

☐ Local Casinos (Marina Bay Sands and Resorts World Sentosa)

Next

Step 6: Click "Retrieve MyInfo"

singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service, MSF Integrated Visit Limit and Exclusion Management System - IVEMS, by Ministry Of Social And Family Development, is requesting the following information from Singpass, for the purpose of form filling.

> Name
> NRIC/FIN
> Date of Birth
> Nationality/Citizenship
> Sex
> Race
> Mobile Number
> Pass Type
> Pass Status
> Pass Expiry Date

Clicking the "I Agree" button permits this digital service to retrieve your data based on the Terms of Use.

Cancel   I Agree

Step 7: Click "I agree"

Step 8: Tick "Choice of Exclusion" - Local Casinos, Singapore Pools Online Betting, Jackpot Machine Rooms of Private Clubs

Step 9: Click "Next"

Step 12: You will see a success message.

Step 10: Tick "I agree to the terms above"
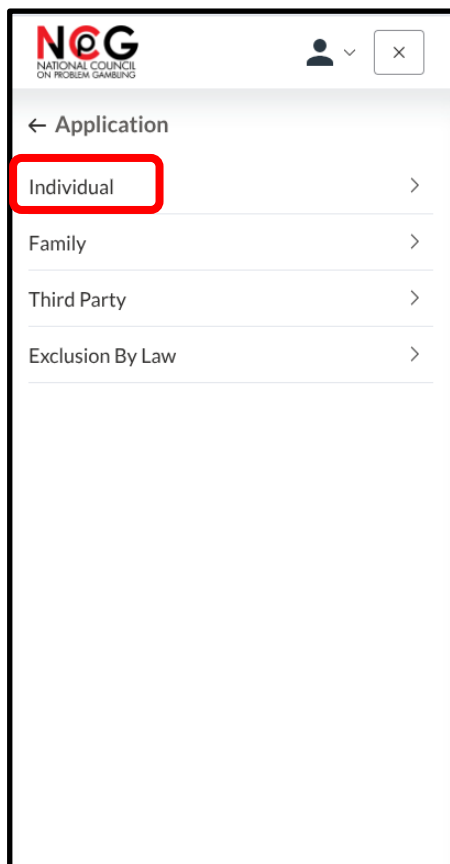
Step 11: "Click Submit"

Revoke self-exclusion (Unblock yourself from gambling)

Step 1: "Go to Menu"

Step 2: Click "Application"

Step 3: Click "Individual"

Step 4: Click "Revoke Self-Exclusion"

Left screen — Revocation of Self-Exclusion

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Revocation of Self-Exclusion

An individual may apply to revoke his/her Self-Exclusion after being on the safeguard for at least one year. The Self-Exclusion will remain in force until it is revoked successfully.

Important Notes

🕐 Please note that this form may take 5 minutes to complete.

📄 Supporting documents are not required.

❓ What happens after I submit the application?

We will process your application within 3 working days.

❓ When will my Self-Exclusion be revoked?

You may check the status of your application at this site after 3 working days.

Upon clicking "I understand", you will proceed to the application page after Singpass login.

Cancel   I understand

Step 5: Click "I understand"

Right screen — Revocation of Self-Exclusion

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Revocation of Self-Exclusion

① — 2 — 3
My Details

Tell us about you.
This section is to understand more about you as the Applicant for the revocation of the Self-Exclusion.

All fields are required unless marked as optional.

Use MyInfo to retrieve personal data from relevant government agencies to pre-fill relevant fields.

Retrieve MyInfo
with singpass

SAFEGUARD TO REVOKE ⌄

Which Self-Exclusion do you wish to revoke?
☐ Select All
☐ Local Casinos (Marina Bay Sands and Resorts World Sentosa)

PERSONAL DETAILS ⌄

Name (as in FIN / Passport)

Save as draft   Next

Step 6: Click "Retrieve MyInfo"

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singpass

Singpass retrieves personal data from relevant government agencies to pre-fill the relevant fields, making digital transactions faster and more convenient.

This digital service, MSF Integrated Visit Limit and Exclusion Management System – IVEMS, by Ministry Of Social And Family Development, is requesting the following information from Singpass, for the purpose of form filling.

> Name
> NRIC/FIN
> Date of Birth
> Nationality/Citizenship
> Sex
> Race
> Mobile Number
> Pass Type
> Pass Status
> Pass Expiry Date

Clicking the "I Agree" button permits this digital service to retrieve your data based on the Terms of Use.

Cancel   I Agree

Step 7: Click "I agree"

Step 8: Select what you want to revoke

Step 9: Click "Next"

Step 10: Select your reasons for Applying Self-Exclusion

Step 11: Select your reasons for Revoking Self-Exclusion

Step 12: Click "Next"

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Revocation of Self-Exclusion

Declaration

Review and acknowledge terms.

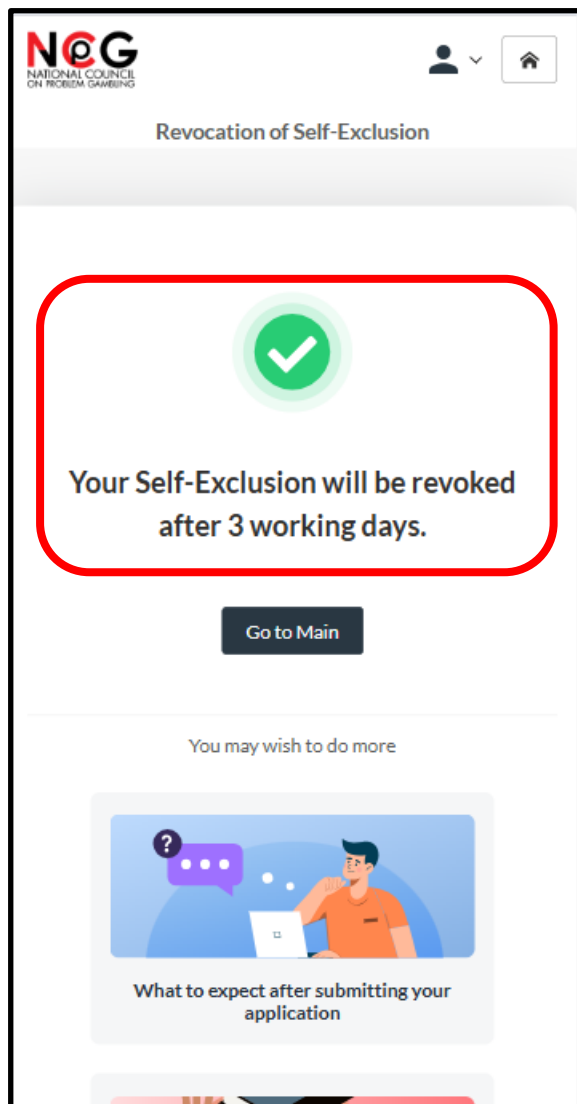All fields are required unless marked as optional.

1. I understand that:

   a. My Self-Exclusion ("SE") will remain in force until such time that the Council, upon my application, revokes it.

   b. My application is subjected to the conditions set out by the National Council on Problem Gambling including attending any problem gambling assessment(s) and counselling.

   c. Even if my SE is revoked, I will not be able to enter the casinos if I have applied for a SE using a different identification number.

   d. Until my SE is revoked, I will continue to be banned from the following (whichever is applicable):

      • Entering or remaining on all casino premises, or

   ☑ I agree to the terms above.

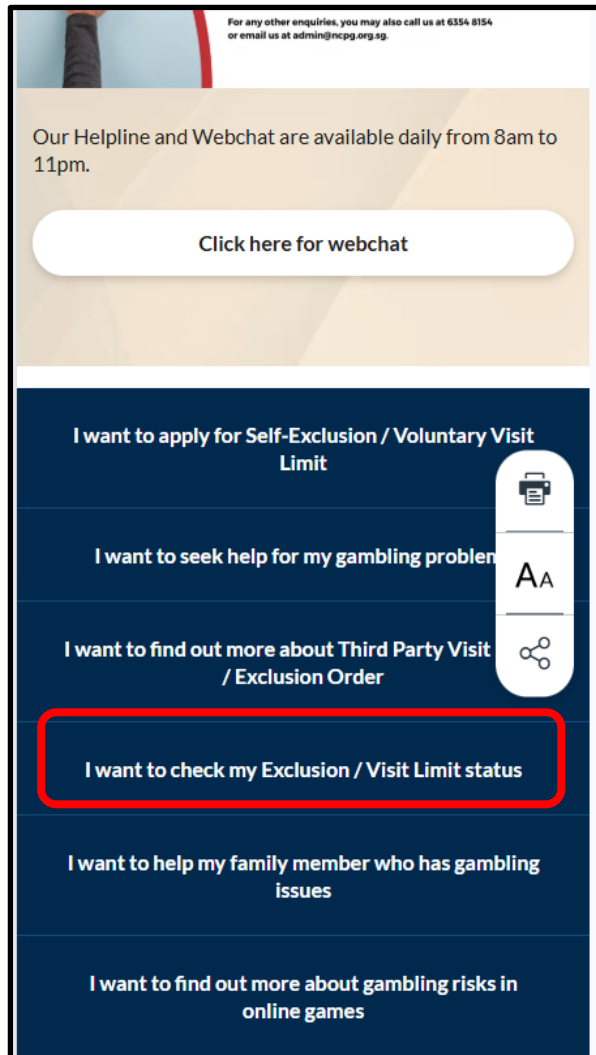   Save as draft   Back   Submit

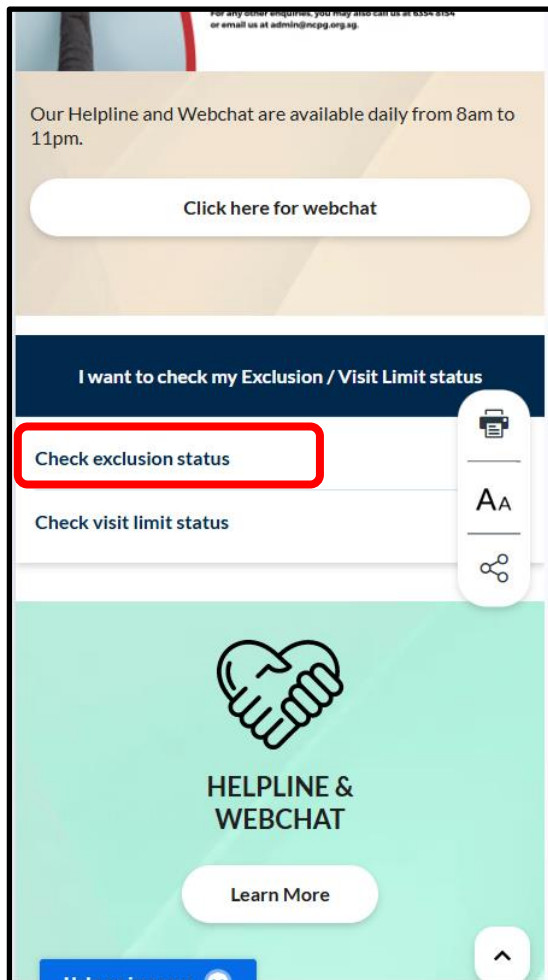**Step 13**: Click "I agree to the terms above"

Step 14: Click "Submit"
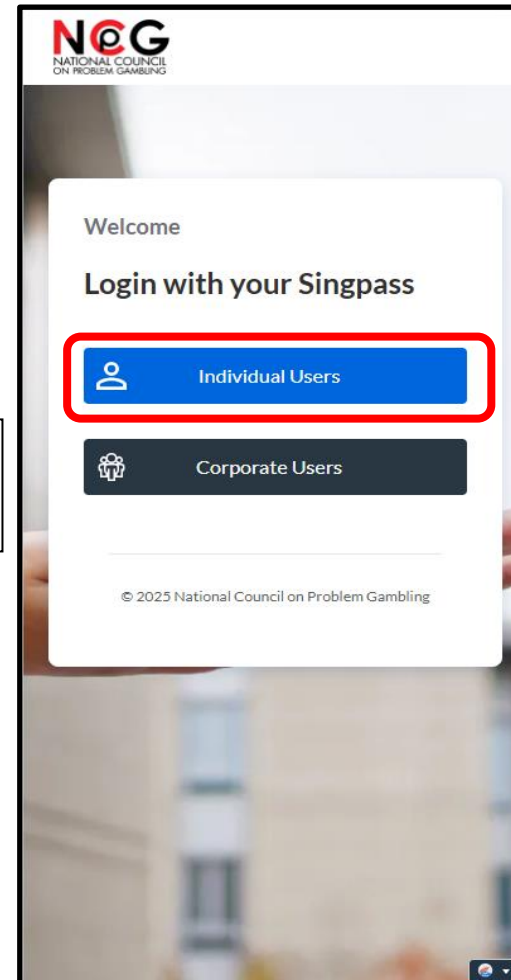
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Step 15: You will see a success message.

Check status for exclusion

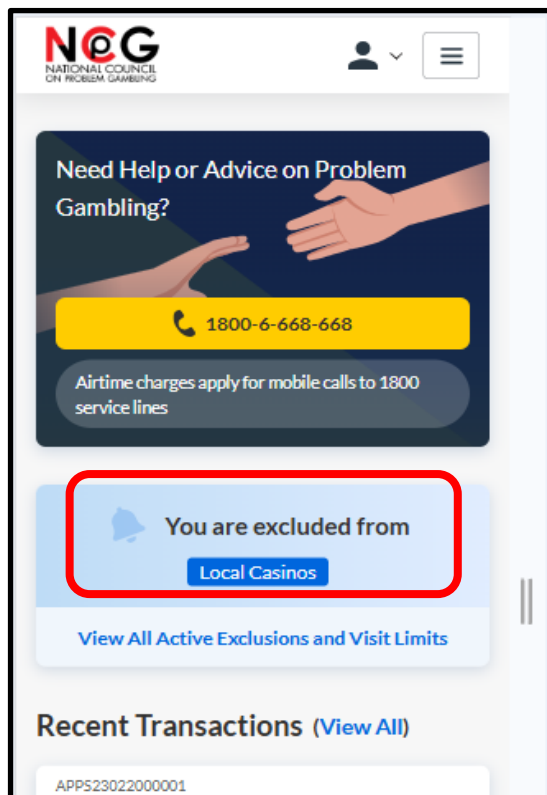**Step 1**: Scroll down and click "I want to check my Exclusion/Visit Limit status"
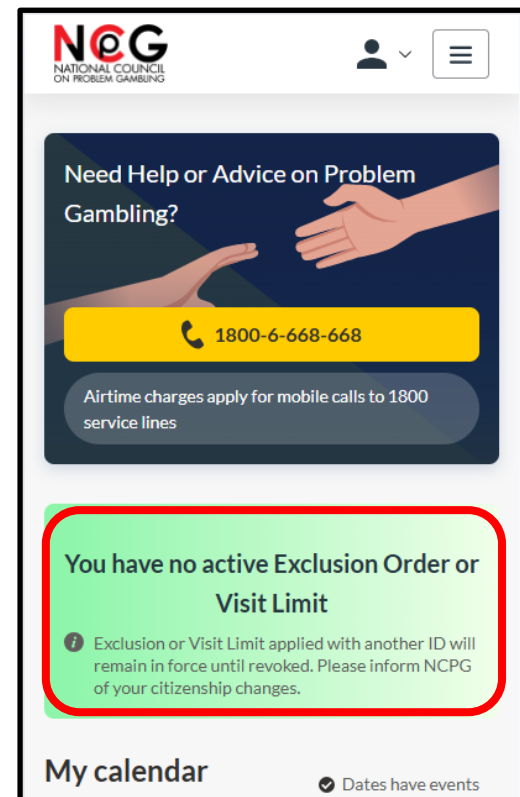
Step 2: Click "Check exclusion status"

Step 3: Click "Individual Users"

Step 4: Your status will be shown: Excluded or No Exclusion

Excluded

No Exclusion