



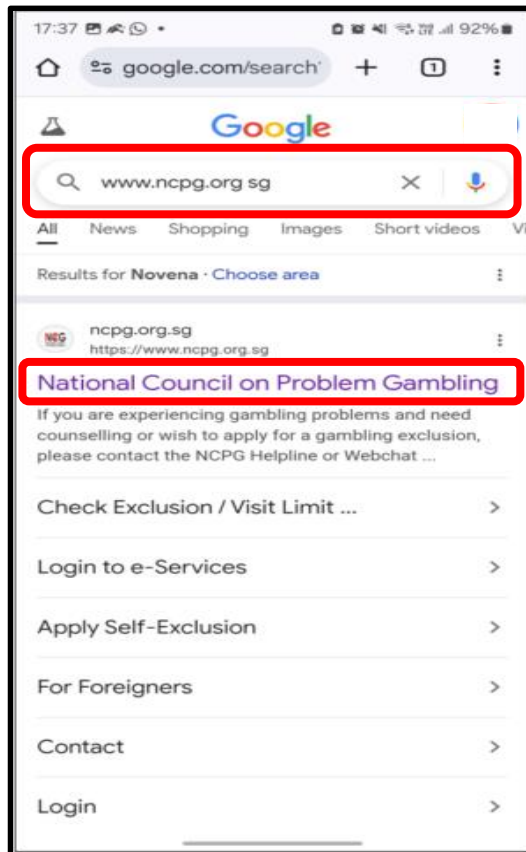
## **Step-by-Step Guide to Self-Exclusion:**

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

## Contents

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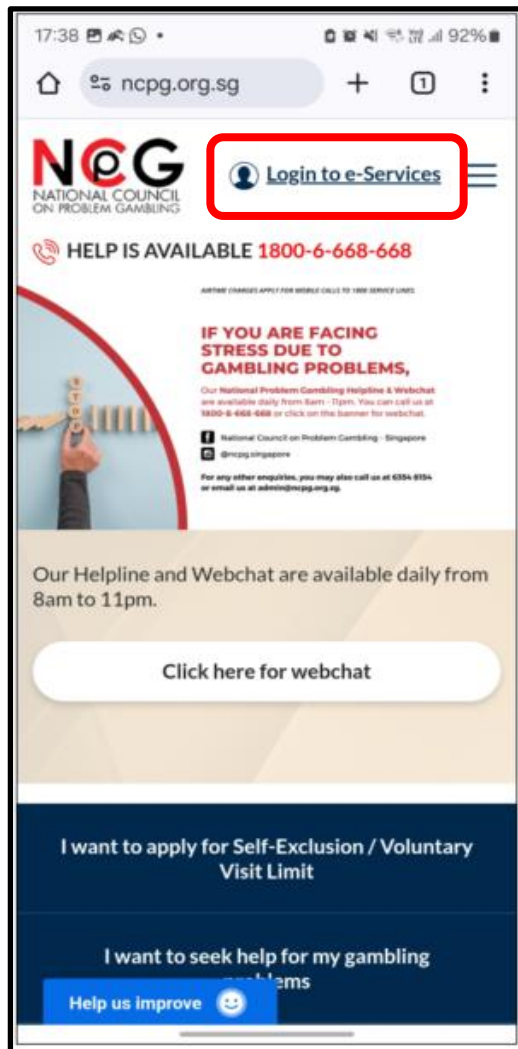
## How to visit NCPG Website



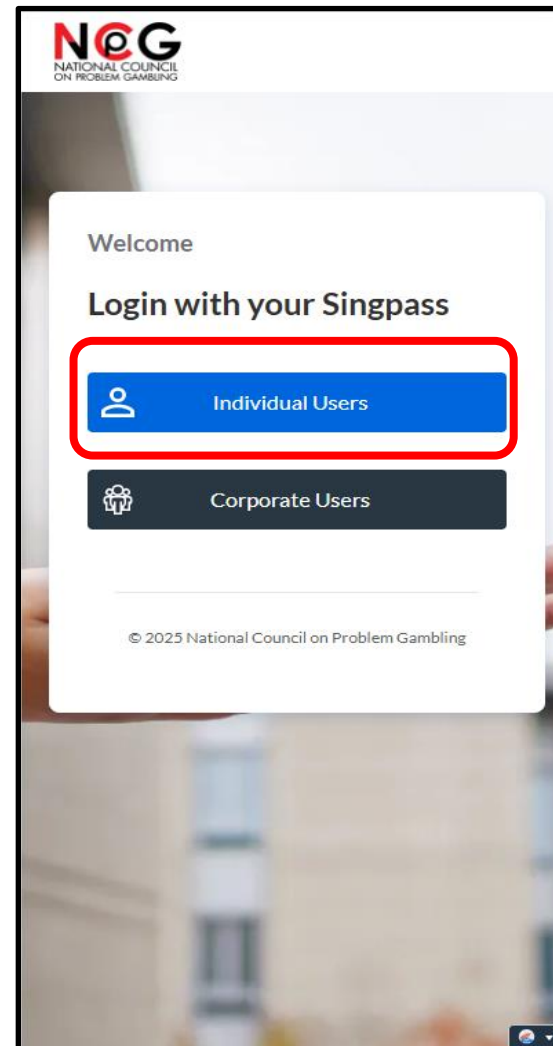
**Step 1:** Go to [www.ncpg.org.sg](http://www.ncpg.org.sg) in browser



**Step 2:** Click “National Council on Problem Gambling”



**Step 3:** Click “Login to e-Services”



**Step 4:** Click “Individual Users”

**singpass**

**Beware of impersonation scams** ^

Government officials will NEVER ask you to transfer money or disclose bank log-in details over a phone call. Call the 24/7 ScamShield Helpline at 1799 if you are unsure if something is a scam.

**Log in with Singpass**

Your trusted digital identity

**Singpass app**

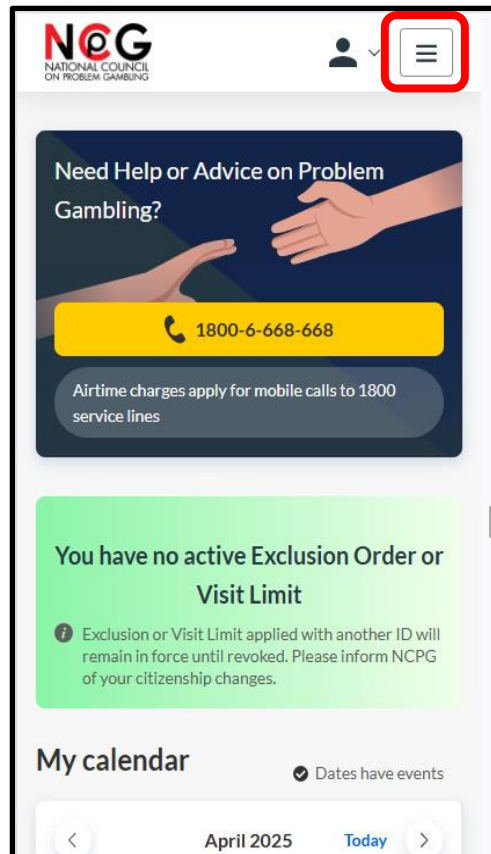
Password login

**Tap QR code**  
to log in with Singpass app

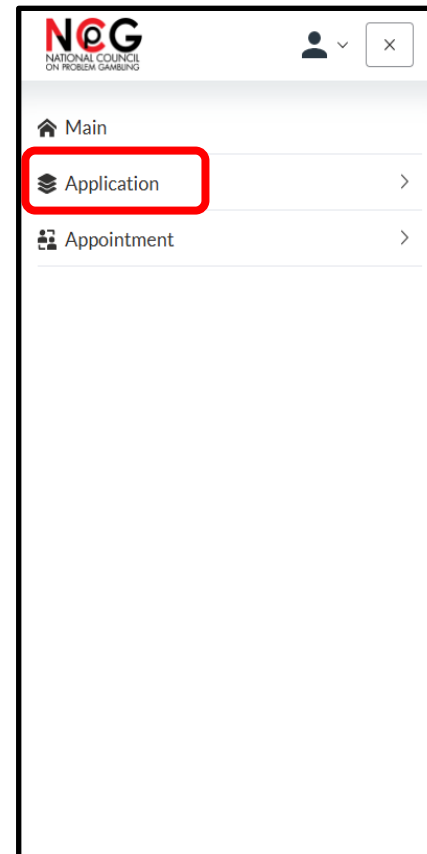


**Step 5:** Log in with Singpass or password

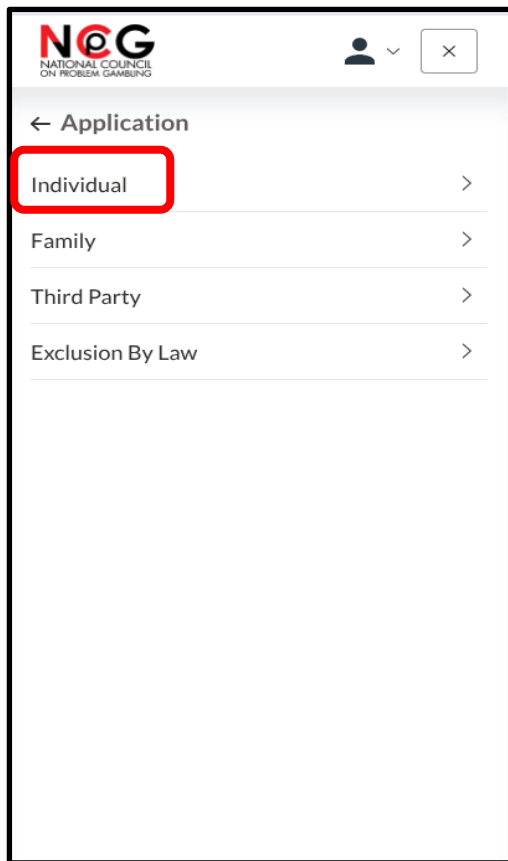
## Apply self-exclusion (Block yourself from gambling)



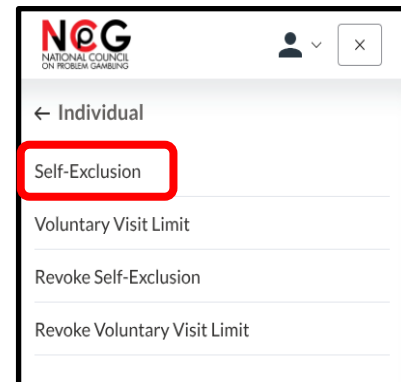
**Step 1: “Go to Menu”**



**Step 2: Click “Application”**



**Step 3: Click “Individual”**



**Step 4: Click “Self-Exclusion”**

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NATIONAL COUNCIL  
ON PROBLEM GAMBLING

## 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

### 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.

<sup>1</sup>"Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.  
<sup>2</sup>This refers to the scope of "defined work" under Casino Control Act.  
<sup>3</sup>This 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"**

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## Application for Self-Exclusion

1 **My Details** 2

### 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 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"**

The screenshot shows a mobile application interface for a self-exclusion process. At the top, there are two progress indicators, with the first one highlighted. The title 'My Details' is centered. Below it, the text 'Applicant for the Self-Exclusion.' is displayed. A red note states: 'All fields are required unless marked as optional.' A paragraph instructs the user to 'Use MyInfo to retrieve personal data from relevant government agencies to pre-fill relevant fields.' Below this is a button labeled 'Retrieve Myinfo with singpass'. The 'CHOICE OF EXCLUSION' section is highlighted with a red rounded rectangle. It contains the question 'Where do you wish to exclude yourself?' and four options, each with a checked checkbox: 'Select All', 'Local Casinos (Marina Bay Sands and Resorts World Sentosa)', 'Singapore Pools Online Betting', and 'Jackpot Machine Rooms of Private Clubs'. A small upward arrow icon is to the right of these options. The 'PERSONAL DETAILS' section is partially visible at the bottom. A blue 'Next' button is highlighted with a red rounded rectangle at the bottom right of the form.

1 2

My Details

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)
- ☒ Singapore Pools Online Betting
- ☒ Jackpot Machine Rooms of Private Clubs

PERSONAL DETAILS

Next

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

**Step 9:** Click “Next”

Declaration

Review and acknowledge terms.

All fields are required unless marked as optional.

DECLARATION FOR SELF-EXCLUSION (SINGAPORE POOLS ONLINE BETTING)

1. I understand that:

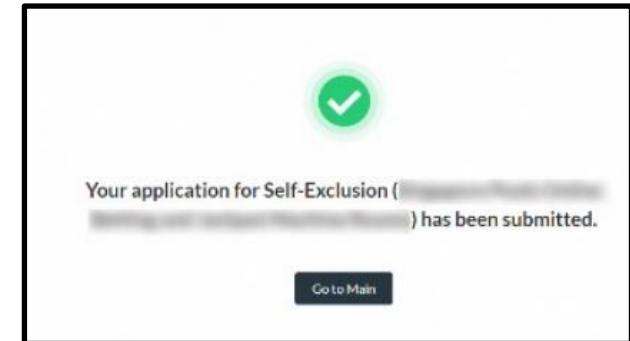
- a. My Self-Exclusion ("SE") takes immediate effect upon submission of this application online.
- b. The effect of this SE is that I will not be able to access Singapore Pools account-related<sup>1</sup> services if I am an existing account holder; and I will not be able to open an account subsequently if I am not an existing account holder.
- c. The National Council on Problem Gambling ("NCPG") will disclose

☒ I agree to the terms above.

Back Submit

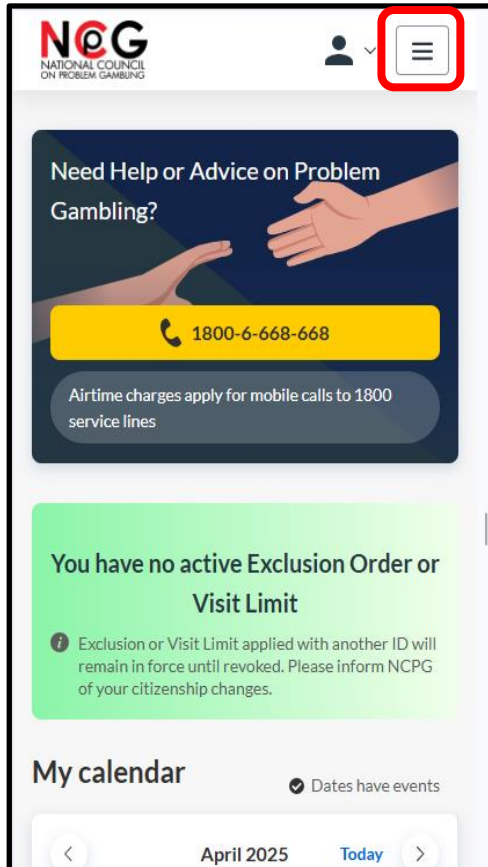
**Step 10:** Tick "I agree to the terms above"

**Step 11:** "Click Submit"

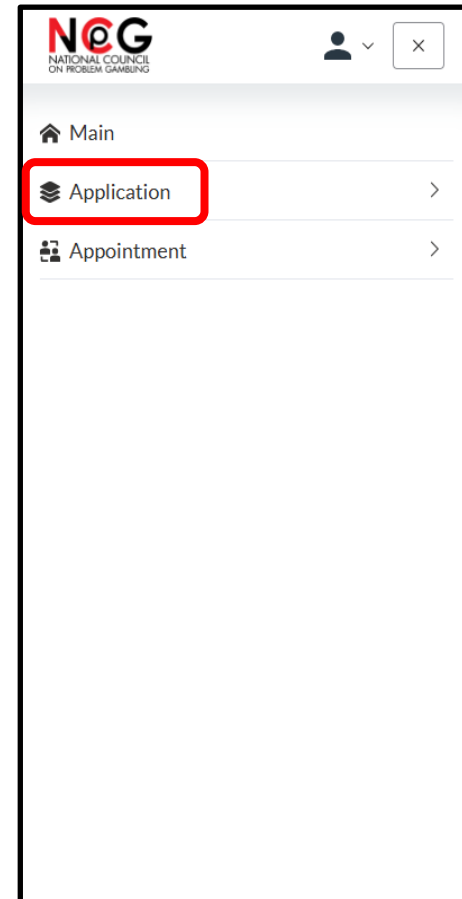


**Step 12:** You will see a success message.

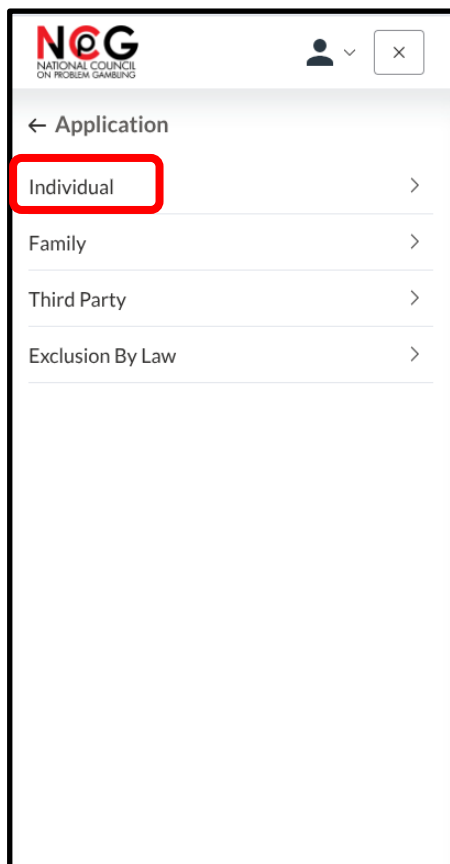
## Revoke self-exclusion (Unblock yourself from gambling)



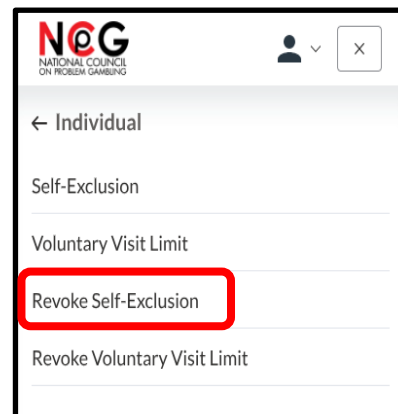
**Step 1: “Go to Menu”**



**Step 2: Click “Application”**



**Step 3: Click “Individual”**



**Step 4: Click “Revoke Self-Exclusion”**

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ON PROBLEM GAMING

## 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"**

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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"**

## 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”**

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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 8:** Select what you want to revoke

**Step 9:** Click “Next”



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Revocation of Self-Exclusion

1 2 3  
Reasons for Application

**Reason(s) for Application**  
This section is to understand the reason(s) for your application for Self-Exclusion and the reason(s) for revoking it.

All fields are required unless marked as optional.

**REASON(S) FOR APPLYING SELF-EXCLUSION**

- ☐ I had a gambling problem
- ☐ Encouraged by others to apply
- ☐ Requirement by employer ☒
- ☐ Condition for help seeking
- ☐ Others

**REASON(S) FOR REVOKING SELF-EXCLUSION**

- ☐ Requirement for work ☒
- ☒ Leisure
- ☐ Others

Save as draft Back Next

**Step 10:** Select your reasons for Applying Self-Exclusion

**Step 11:** Select your reasons for Revoking Self-Exclusion

**Step 12:** Click “Next”

The screenshot shows the 'Revocation of Self-Exclusion' process on the NCPG website. At the top, the NCPG logo is on the left, and user profile and home icons are on the right. A progress bar indicates three steps, with the third step, 'Declaration', being the current one. Below the progress bar, the heading 'Review and acknowledge terms.' is followed by a red note: 'All fields are required unless marked as optional.' The main content area lists four terms of agreement, labeled 1 through 4. Below the terms, there is a checkbox labeled 'I agree to the terms above.' which is checked. At the bottom of the form, there are three buttons: 'Save as draft', 'Back', and 'Submit'. The 'Submit' button is highlighted with a red box.

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ON PROBLEM GAMBLING

Revocation of Self-Exclusion

Declaration

**Review and acknowledge terms.**

All fields are required unless marked as optional.

1. I understand that:

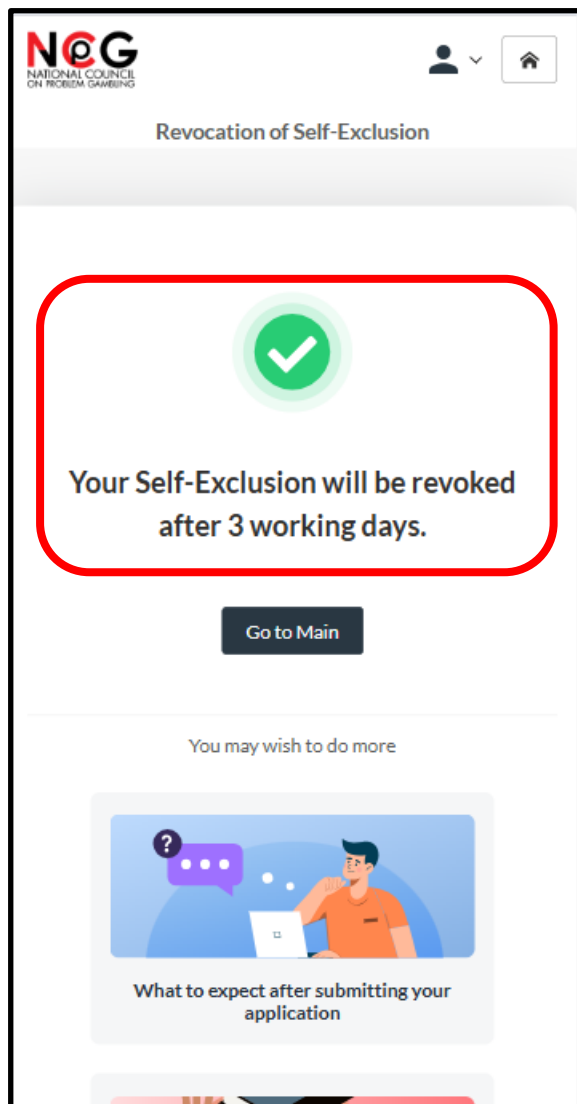
- a. My Self-Exclusion ("SE") will remain in force until such time that the Council, upon my application, revokes it.
- b. My application is subjected to the conditions set out by the National Council on Problem Gambling including attending any problem gambling assessment(s) and counselling.
- c. Even 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

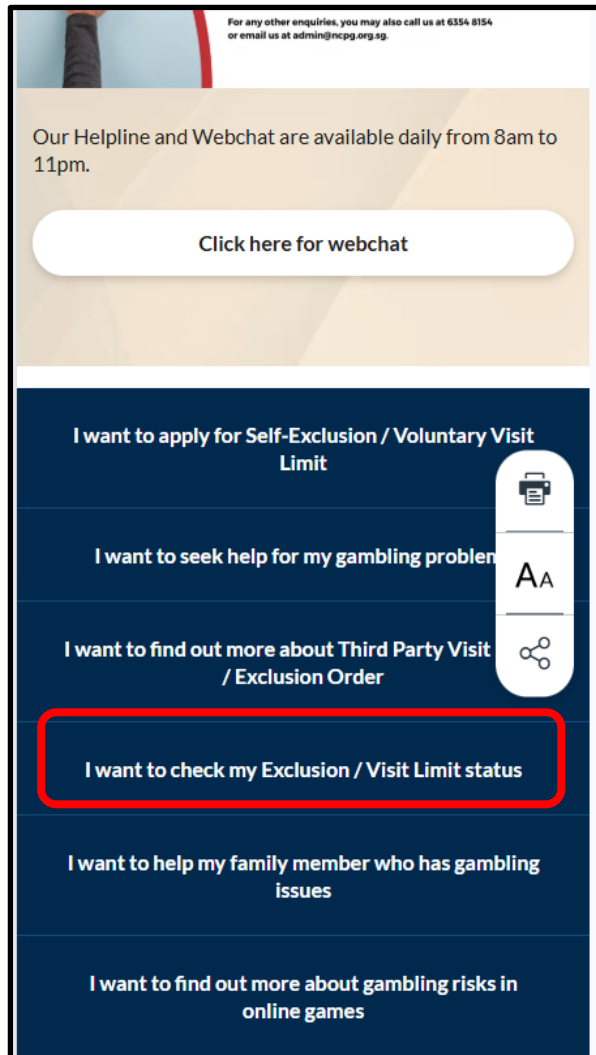
**Step 13:** Click "I agree to the terms above"

**Step 14:** Click "Submit"

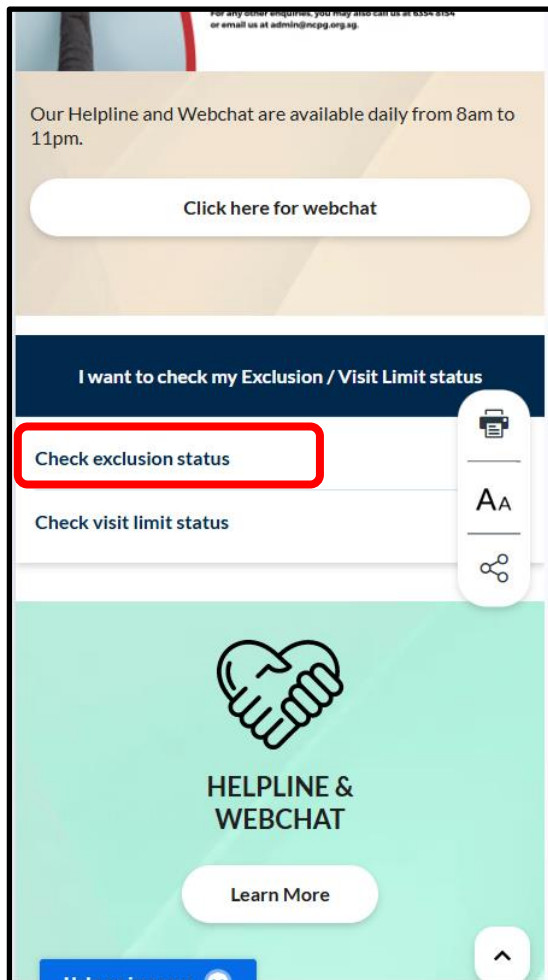


**Step 15:** You will see a success message.

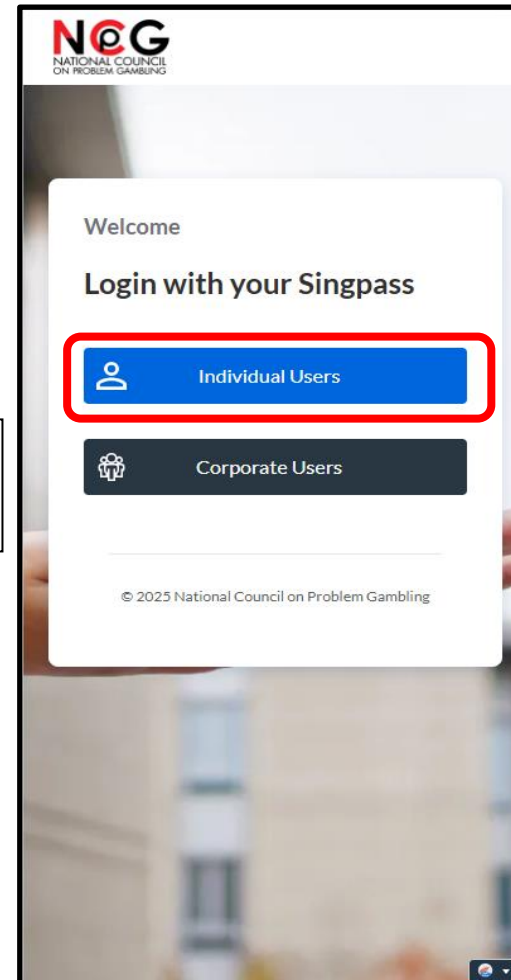
## Check status for exclusion



**Step 1:** Scroll down and click “I want to check my Exclusion/Visit Limit status”

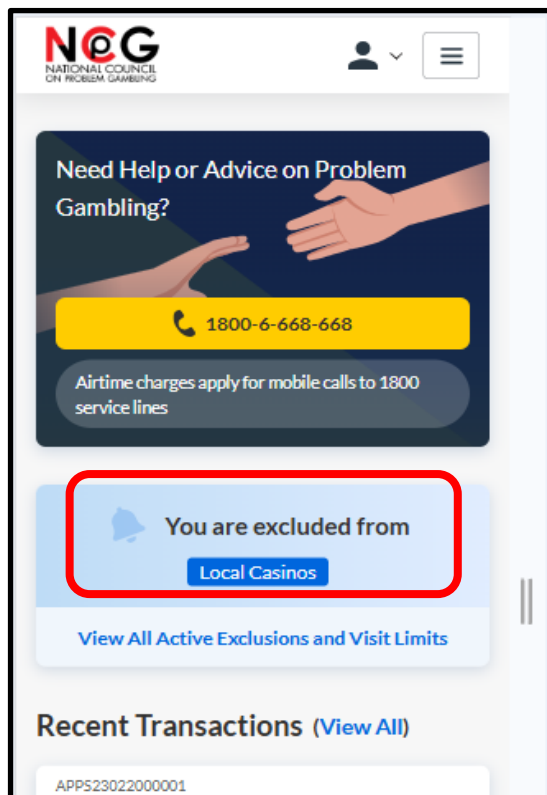


**Step 2:** Click  
"Check exclusion status"

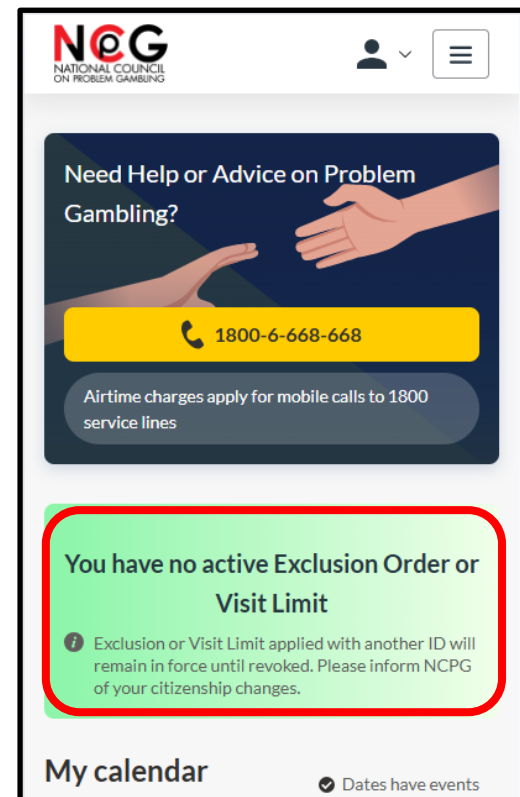


**Step 3:** Click  
"Individual Users"

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



**Excluded**



**No Exclusion**