

Family Exclusion Order & Visit Limit

What is a Family Exclusion Order?

This is a safeguard to allow individuals to exclude a family member whose gambling has caused harm to the family from:

- Casinos in Singapore
- Jackpot machine rooms at private clubs in Singapore
- Opening or maintaining a Singapore Pools online betting account

What is Family Visit Limit?

This is a safeguard to allow family members to limit the number of times a gambler can visit the casinos in a month. One visit is up to 24 hours in the casino.



Who can apply?

Immediate family members: spouses, children (including adoptive/step), parents (including adoptive/step) and siblings (including adoptive/step/half-siblings).



Resources

Our office is located at:

510 Thomson Road, #05-01, SLF Building,
Singapore 298135

Operating Hours:

Monday to Thursday: 8.30am – 6.00pm
Friday: 8.30am – 5.30pm
Closed on weekends and public holidays

Enquiries and Appointments:

Tel: 6354 8154
Email: admin@ncpg.org.sg

Where can I seek help?

National Problem Gambling Helpline at 1800-6-668-668
or Webchat at www.ncpg.org.sg, 8am to 11pm daily

You Have A Say. Protect Your Family.

Apply for Family Exclusion Order or Family Visit Limit



How to apply for Family Exclusion Order (FEO) or Family Visit Limit (FVL)?

1



Scan the QR code or call the National Council on Problem Gambling ("NCPG") at 6354 8154.

2

Applicant to get ready the following information and documents:

- Personal particulars of yourself and the Respondent¹ (such as Name, NRIC/FIN number, contact number and address)
- Supporting documents regarding the gambling behaviour and the harm caused to the family, such as:
 - Casino entry levy tickets, casino membership, lottery tickets
 - Police reports on family violence
 - Bank statements, letter of demand, pawn tickets, credit card bills, I-Owe-You notes
 - Police report on harassment, loanshark notes/payment

3

NCPG will contact the Applicant within 3 working days to follow up on the application.



4

A hearing will be scheduled about 2 weeks from the application. The Applicant and the Respondent are required to attend hearing² where the Committee of Assessors ("COA") reviews the application.

The Respondent may choose to consent or object to the order. If he/she chooses to object but does not attend the hearing, the COA may proceed to make a decision and issue an order.



5

The Applicant will be informed of the outcome of the hearing via courier. The FEO takes effect when the order is delivered to the Respondent. The Respondent will be banned from:

- Entering or remaining on all casino premises;
- Entering or remaining on all jackpot machine rooms³ in private clubs except to perform work⁴ within any of those rooms;
- Accessing Singapore Pools account-related⁵ services if he/she is an existing account holder; and from opening an account if he/she is not an existing account holder.

¹"Respondent" refers to the person whom the application is made against.

²"Hearing" refers to a formal session where your application will be heard and assessed.

³"Jackpot machine rooms" refer to gaming machine rooms under the Gambling Control Act.

⁴This refers to the scope of "defined work" under the Casino Control Act.

⁵This refers to general remote gambling under the Gambling Control Act.



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How long will the FEO / FVL be effective?

The FEO / FVL will remain in force unless it is revoked. The Respondent can apply for revocation only after 12 months from the date of the order.

On what basis will the FEO / FVL be granted?

The COA takes into account whether the Respondent's behaviour and actions have caused distress to the family.

Can I select to exclude the Respondent from only one gambling product?

The Family Exclusion Order will be effective across all Singapore casinos, jackpot machine rooms in private clubs, and Singapore Pools online betting account.

