

What is Third Party Exclusion Order and Visit Limit?

The Third Party Exclusion Order and Visit Limit are social safeguards administered by the National Council on Problem Gambling ("NCPG") to protect financially vulnerable individuals who visit the casinos. Gambling can become highly addictive if not controlled, and may negatively impact the gamblers and their families.

If you are a Singapore Citizen or Permanent Resident who visit the local casino(s), you may receive a letter from NCPG to conduct an assessment of your financial situation.

Individuals found to be financially vulnerable or have poor credit records will be issued with a Third Party Visit Limit. A Third Party Exclusion Order may be imposed for severe cases of financial vulnerability.

? FAQ

Why do I need to provide my financial documents to NCPG?

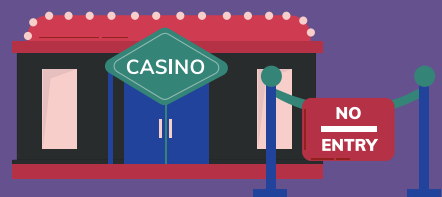
The documents will help NCPG assess your financial situation. The information is kept confidential and will only be used for the assessment of your financial standing. If you are invited by NCPG to declare your financial situation but failed to do so, a visit limit or exclusion order may be proposed based on information available to NCPG.

How do I declare my financial situation?

- Via SingPass at NCPG eServices Portal at www.ivems.ncpg.org.sg; or
- Arrange an appointment with NCPG at **6354 8154**

What financial documents should I submit?

The key financial documents are IRAS Notice of Assessment, bank statements, credit reports, and other documents indicating savings or investments.



ALL INFORMATION PROVIDED WILL BE KEPT CONFIDENTIAL.

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:

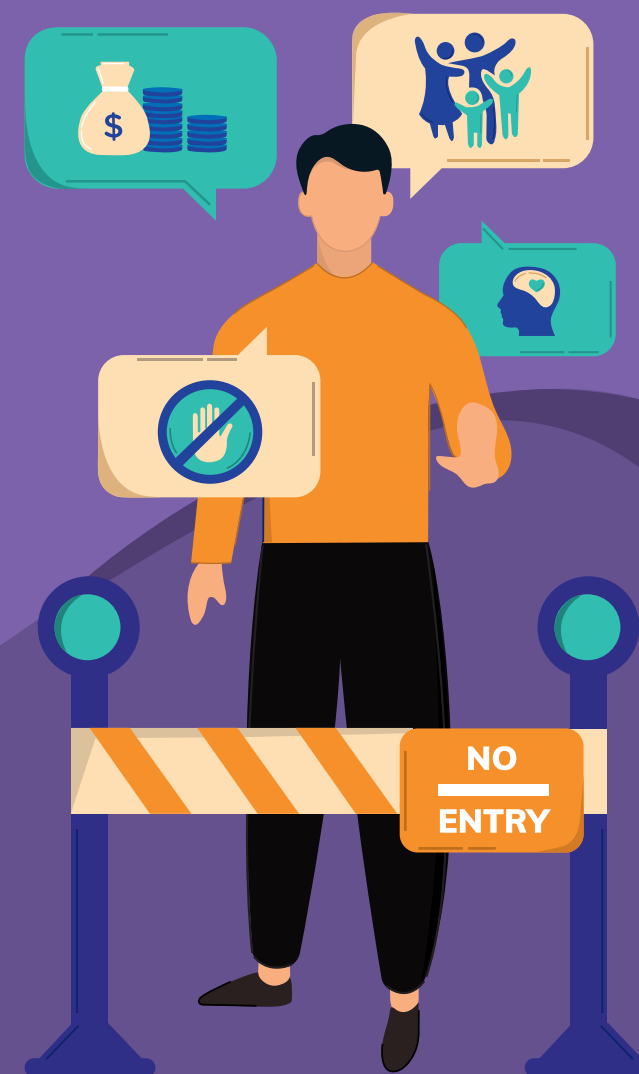
Tel: 6354 8154
Email: admin@ncpg.org.sg

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

**Airtime charges apply for mobile calls to 1800 service lines.*

Learn More About Third Party Exclusion Order and Visit Limit



Third Party Visit Limit / Exclusion Order Process



START

1 Notification Letter

You are receiving this letter as the NCPG has noticed that you have been visiting the casino.

2 Submission of Documents

Please submit your documents via:



SingPass at NCPG eServices Portal at www.ivems.ncp.org.sg

OR

Arrange an appointment with NCPG at **6354 8154**

3 Review by Committee of Assessors (COA)

The COA will review the information provided and decide if a visit limit or an exclusion order would be beneficial. Next, you will receive either a proposed order or no order through a letter.



4 Proposed Order OR No Order

You may choose to

Accept OR **Object to**

the proposed order.

If you do not object to the proposed order, you will receive a confirmation of the order after 14 days.

No further action is required.



5 Objection to Proposed Order

If you would like to object, you may submit an application within 14 days along with your financial documents.



6 Review by Committee of Assessors (COA)

The COA will consider your objection. You will receive an outcome letter on the COA's decision.

7 Confirmed Order

The order will be effective as per the date indicated in your letter. If you disagree with the confirmed order, you may appeal within 30 days.



8 Appeal against a Confirmed Order

If you would like to appeal, you may submit an application within 30 days of the confirmed order.



9 Review by NCPG Council Members

Our Council will review the information provided and decide if the order would be beneficial to you or should it be revoked. You will receive a letter on the Council's decision on whether the appeal is successful or not.



1 Revocation / Variation of Order

If your financial situation has changed since the confirmed order, you may contact NCPG at **6354 8154** to apply for revocation or variation of your order.

You will be referred to our partner agency for assessment of problem gambling and counselling.

All costs will be borne by NCPG.

2 Review by NCPG Council Members

NCPG will review the information submitted.

You may be required to attend a hearing. You will receive an outcome letter on the Council's decision.



Order is varied OR Order remains OR Order is revoked



Calculating Your Visit Limit

1 Visit = 24 Hour at 1 Casino [From the time of first entry on a particular day]

Example: Mdm Ng has a Third Party Visit Limit of **2 visits per month**. She will be able to visit the casino twice in a month for 24-hour period each time. She is able to exit and re-enter the casino **within the 24-hour period**.

Note: To avoid exceeding your Third Party Visit Limit, you are advised to track your visits manually.

Scenarios of Visit Limit:

Legend

Casino A

Casino B

- 1**

May 1	9:00AM Enter	10:00AM Exit	12:00PM Enter
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1 Visit Used
1 Visit Left

Mdm Ng can exit and re-enter the same casino repeatedly within the 24-hour period and it is counted as 1 visit.
- 2**

May 1	9:00AM Enter		
May 2	9:30AM Exit		

2 Visits Used
0 Visit Left

The 1st visit starts from 9.00am on 1 May and expires at 8.59am on 2 May. The 2nd visit, starts at 9.00am on 2 May and expires at 8.59am on 3 May.
- 3**

May 31	10:00AM Enter	12:00PM Exit	2:00PM Enter	4:00PM Exit
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2 Visits Used
0 Visit Left

A visit is used when one enters a different casino. Hence, if Mdm Ng enters both casinos on the same day, she would have used up her visit limit of 2.
- 4**

May 29	9:00AM Enter			
May 30	8:59AM Exit	2:00PM Enter	5:00PM Exit	6:00PM Enter

2 Visits Used
0 Visit Left
1 Breach

The visit limit was reached after visiting Casino A twice. The 3rd visit to Casino B will be considered a breach of visit limit and is an offence. Mdm Ng may be investigated by the Gambling Regulatory Authority and an exclusion order may be proposed by NCPG should she breach her Visit Limit again.
- 5**

May 31	10:00PM Enter		
June 1	11:59PM Exit		

1 Visit Used in May
1 Visit Used in June

The May visit starts from 10.00pm on 31 May and expires at 9.59pm on 1 June. The June visit, which starts at 10.00pm on 1 June will expire at 9.59pm on 2 June.