

## What is a Third Party Visit Limit?

The Third Party Visit Limit (TPVL) is a social safeguard introduced by the National Council on Problem Gambling (NCPG) to protect financially vulnerable individuals who visit the casinos. Gambling can lead to addiction and financial distress if visits to casinos continue.

If you are a Singapore Citizen or Permanent Resident who visits the local casinos, 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 in more severe cases.

### ? FAQ

#### How do I declare my financial situation?

- Via SingPass at <https://icis-services.ncpg.org.sg>
- Call NCPG to arrange an appointment at **6354 8154**

If you are invited to declare your financial situation but failed to do so, a visit limit or an exclusion order will be proposed based on information available to NCPG.

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

The financial documents submitted will help NCPG assess your financial situation objectively and holistically.

#### What financial documents should I submit?

Relevant documents such as latest IRAS Notice of Assessment, credit reports, bank statements and CPF statement. Documents submitted will be kept confidential, and used only for the purpose of assessing your financial situation under the Third Party Visit Limit regime.

You may grant us access to your financial documents through MyInfo when you submit online.



ALL INFORMATION PROVIDED WILL BE KEPT CONFIDENTIAL.

## Resources

#### Our office is located at:

National Council on Problem Gambling  
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

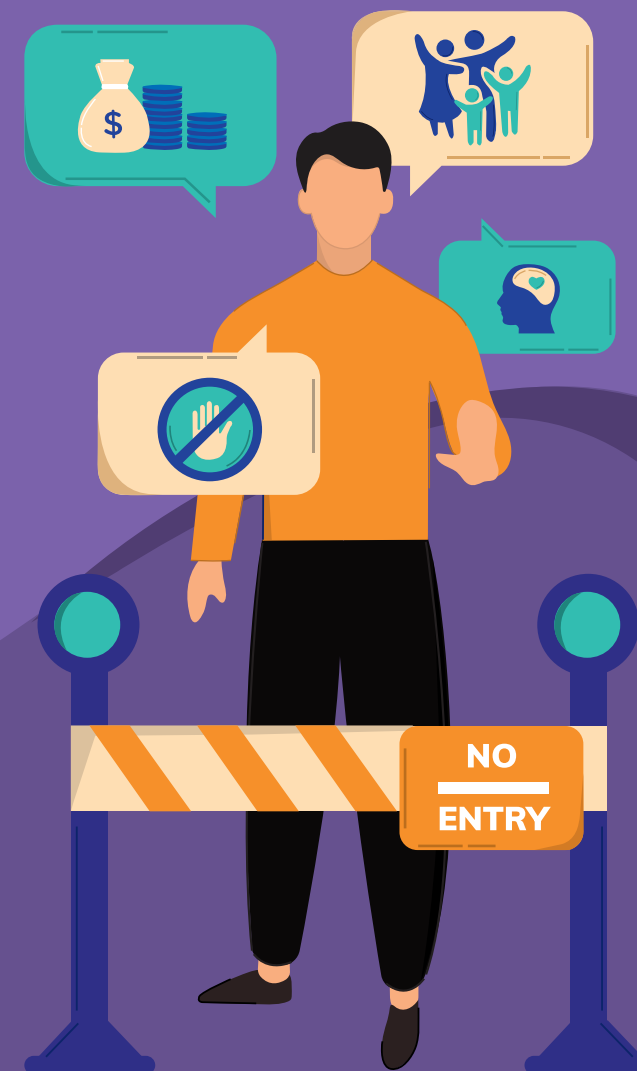
#### Enquiries and Appointments:

Tel: 6354 8154  
Email: [admin@ncpg.org.sg](mailto: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](http://www.ncpg.org.sg), 8am to 11pm daily

## Learn More About Third Party 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 casinos.

## 2 Submission of Documents

Please submit all documents relevant to your financial situation so that NCPG can objectively decide whether an Order should be proposed.

## 4 Proposed Order

You may choose to

**Accept**  **Object to**

the proposed order.

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

## No Order \*

The CoA will not be making an order on you. No further action is required.

OR



## 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 to you. Next, you will receive either a proposed order or no order through a letter.

## 5 Objection to Proposed Order <sup>1</sup>

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

## 6 Review by Committee of Assessors (CoA)

The CoA will consider your application and make a decision. You will then receive an outcome letter (Confirmed Order) on the CoA's decision and, if applicable, a referral letter for counselling.

## 7 Confirmed Order

If you disagree with the confirmed order, you can appeal within 30 days of the confirmed order.

OR  
**No Order \***

## 8 Appeal against a Confirmed Order <sup>1</sup>

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

## 11 Revocation/ Variation of Order

Please call NCPG at **6354 8154** to make an appointment to revoke or vary your order. You will be referred to our appointed agency for assessment and, if deemed necessary, counselling sessions.

All costs will be borne by NCPG.

*Note: You may be required to attend a hearing*



## 10 Order remains or varied

If your financial circumstances have changed since the confirmed or varied order, you may contact NCPG to apply for revocation/variation of your order.

OR  
**No 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.

## 12 Review by NCPG Council Members

Our Council will review the information provided and decide if the order would be beneficial to you. You will receive an outcome letter on the Council's decision.



## 13 Order remains or varied OR Order Revoked



An interview may be conducted at NCPG's office to gather more information.

<sup>1</sup> You may make the relevant application submission:  
1) Online via NCPG website using your SingPass.  
2) Call us at **6354 8154** to make an appointment.

\* Please note that if you continue to make visits to the casinos, NCPG may contact you in the future to assess your financial situation again even if a No Order was given to you earlier.



# 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**. Regardless of the number of re-entries made to the same casino during the **24-hour period** and the type of levy the patron has i.e. daily levy or annual levy, the number of visits available to Mdm Ng is two.

*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
May 2	8:59AM	Exit

**1** Visits Used  
**1** Visits Left
- 2**

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

**2** Visits Used  
**0** Visits Left

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

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

**1** Visits Used  
**in May**  
**1** Visits Used  
**in June**

The 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**.
- 4**

May 31	10:00AM	Enter	12:00PM	Exit	2:00PM	Enter	4:00PM	Exit
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**2** Visits Used  
**0** Visits 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 2 visit limits.
- 5**

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

**2** Visits Used  
**0** Visits Left  
**1** Breach

The 2nd visit to Casino A was supposed to expire at **1.59pm on 31 May**. The 3rd visit to Casino B is considered a breach of visit limit and an offence.