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PROTECTING PLAYNOW.COM PLAYERS

On PlayNow.com, B.C.'s only regulated online gambling website, players have access to several player-health safeguards to keep gambling a safe and fun source of entertainment.

PLAYER SECURITY

- PlayNow.com provides a secure connection to players, which complies with strict regulatory standards, and security analysts monitor any hacking and vulnerability trends to mitigate potential cyber risks.
- To learn more about how PlayNow.com keeps player accounts private and secure, as well as about the number of security procedures in place, [click here](#).

PLAYER HEALTH SAFEGUARDS

- BCLC's Voluntary Self-Exclusion (VSE) program enables individuals to voluntarily exclude themselves from accessing PlayNow.com for a pre-determined amount of time. Research has shown that when Voluntary Self-Exclusion is combined with treatment, it can be one of the most effective means to stop gambling.
- Individuals can choose self-exclusion terms from 6 months up to 3 years. Individuals enroll directly on PlayNow.com by logging in, clicking the "My Accounts" section followed by "Self-Exclusion" and following the instructions to complete the four-step process. Once enrolled, individuals are unable to change their minds.
- PlayNow.com has other effective safeguards and controls to encourage positive play. These include:
 - **GameSense:** With the same positive play program found at B.C. casinos and messaging featured prominently on PlayNow.com, GameSense helps players make informed gambling decisions.
 - **GameSense Advisors (GSA):** Dedicated player-health specialists support players via telephone at 1-866-815-0222 (from 7 a.m. to 12 a.m. PST daily) and through online chat on PlayNow.com.
 - **Weekly Deposit Limit:** Players can set a limit to how much they deposit into the account each week.
 - **Session Log:** Players can view a log of time and amount spent at all times while logged in.
 - **Session Reminder and Playing Time Limits:** Players can set a reminder to keep informed of how long they've been playing and can set a maximum playing time limit (daily or weekly).
 - **Purchase History:** Players can view tickets purchased, all game transactions and the amount spent in the past 52 weeks.
 - **Age Control:** Similar to how Canada's major banks utilize credit history, Equifax uses players' personal credit history to verify their identity, age and residence.
 - **Short-Term Lockout:** Players can choose to take a break by locking themselves out from 24 hours up to 14 days.
 - **E-mail Notifications:** PlayNow.com sends notifications to players for each weekly transfer-in increase of \$10,000 or more, including links to [GameSense.com](#).
 - **Limit Increase Delay:** Players who make limit increases to their account will see the changes take effect after 24 hours. However, players who reduce their limit will see the changes take effect instantly.
 - **Player Health Dashboards:** Players can view one, three and six months of historical trend data related to deposit and withdrawal frequency and amount, average session duration and number of logins.

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