

April 2022

## VOLUNTARY SELF-EXCLUSION ENHANCEMENTS AND STATISTICS

BCLC's Voluntary Self-Exclusion (VSE) program is a resource for individuals who recognize they are experiencing difficulties associated with gambling. Participants choose to restrict themselves from B.C. gambling facilities and/or PlayNow.com for terms starting from six months up to three years. VSE is a voluntary program, an opportunity to take a break from gambling, and can be the first step in seeking help for individuals struggling with unhealthy-gambling behaviours.

Self-exclusion programs are the industry standard in Canada and one of several tools offered by BCLC to help people who recognize they may need to take a break from gambling.

Individuals can sign up to self-exclude in person at a gambling facility, at one of BCLC's offices, virtually with a GameSense Advisor, or directly on PlayNow.com. When signing up, individuals are offered a referral to a gambling-support professional, a service provided by the B.C. government.

To learn more about BCLC's self-exclusion program, visit <https://corporate.bclc.com/player-health/voluntary-self-exclusion.html>.

In Fiscal Year 2021/22, there were 8,758 enrollments and re-enrollments in the VSE program.

Fiscal Year 2021/22	Q1 (April – June 2021)	Q2 (July – Sept. 2021)	Q3 (Oct. – Dec. 2021)	Q4 (Jan. – Mar. 2022)
<b>Total number of individuals enrolled/renewed</b>	1,303	2,520	2,062	2,873
Enrolled at Casino/CGC/Bingo	14	1,206	835	896
Enrolled at PlayNow.com	1,289	1,314	1,227	1,977
<b>Total number of new enrollments</b>	639	844	840	1,201
<b>Total reported VSE violations</b>	0	1,044	747	1,120



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<b>Fiscal Year 2020/21</b>	<b>Q1</b> (April – June 2020)	<b>Q2</b> (July – Sept. 2020)	<b>Q3</b> (Oct. – Dec. 2020)	<b>Q4</b> (Jan. – Mar. 2021)
<b>Total number of individuals enrolled/renewed</b>	986	1,259	1,732	1,695
Enrolled at Casino/CGC/Bingo	4	5	6	2
Enrolled at PlayNow.com	982	1,254	1,726	1,693
<b>Total number of new enrollments</b>	510	660	980	960
<b>Total reported VSE violations</b>	0*	0*	0*	0*

\*Gambling facilities in B.C. were temporarily closed during the COVID-19 pandemic, from March 16, 2020 to June 30, 2021.

<b>Fiscal Year 2019/20</b>	<b>Q1</b> (April – June 2019)	<b>Q2</b> (July – Sept. 2019)	<b>Q3</b> (Oct. – Dec. 2019)	<b>Q4</b> (Jan. – Mar. 2020)
<b>Total number of individuals enrolled/renewed</b>	2,094	1,966	1,850	1,886
Enrolled at Casino/CGC/Bingo	1179	1118	1094	958
Enrolled at PlayNow.com	915	848	756	928
<b>Total number of new enrollments</b>	874	786	741	750
<b>Total reported VSE violations</b>	2,511	2,403	2,350	1,982

