

April 2025

SELF-EXCLUSION ENHANCEMENTS AND STATISTICS

BCLC's self-exclusion program, Game Break, is one of several tools offered by BCLC to help people who recognize they may need to take a break from gambling. Self-exclusion programs, like Game Break, are the industry standard in Canada. As a voluntary program, participants can choose to restrict themselves from B.C. gambling facilities and PlayNow.com for terms starting from six months up to three years. Game Break can be the first step for individuals seeking help for their gambling behaviour.

Anyone who enrolls in Game Break is automatically self-excluded from both PlayNow and all gambling facilities in B.C., no matter where they enroll – whether it's online, by live chat, by phone or in a casino.

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 referred to a gambling support professional, a free service provided by the B.C. government. Further, BCLC has an active reinstatement process for those who wish to return to gambling after their self-exclusion term has expired to improve support for individuals and help participants better understand their gambling behaviours.

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

From April 1 to December 31, 2024, there were 6,584 Game Break enrollments and re-enrollments.

| Fiscal Year 2024/25 | Q1 (April – June 2024) | Q2 (July – Sept. 2024) | Q3 (Oct. – Dec. 2024) | Q4* (Jan. – Mar. 2025) |
|---|------------------------------|------------------------------|-----------------------------|------------------------------|
| Total number of individuals enrolled/renewed | 2,205 | 2,261 | 2,118 | |
| Enrolled at Casino/CGC/Bingo | 930 | 994 | 997 | |
| Enrolled at PlayNow.com | 1,275 | 1,267 | 1,121 | |
| Total number of new enrollments | 974 | 940 | 856 | |
| Total reported self-exclusion infractions | 55 | 62 | 62 | |

*Data for Q4 is not yet available.



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| Fiscal Year 2023/24 | Q1 (April – June 2023) | Q2 (July – Sept. 2023) | Q3 (Oct. – Dec. 2023) | Q4 (Jan. – Mar. 2024) |
|---|-------------------------------------|-------------------------------------|------------------------------------|------------------------------------|
| Total number of individuals enrolled/renewed | 2,559 | 3,084 | 2,497 | 2,414 |
| Enrolled at Casino/CGC/Bingo | 1,069 | 1,278 | 1,069 | 1,103 |
| Enrolled at PlayNow.com | 1,490 | 1,806 | 1,428 | 1,311 |
| Total number of new enrollments | 970 | 1,164 | 1,111 | 1,150 |
| Total reported self-exclusion infractions | 253* | 71 | 48 | 68 |

*As of June 26, 2023, enhanced identification requirements were introduced at all B.C. casinos.

| Fiscal Year 2022/23 | Q1 (April – June 2022) | Q2 (July – Sept. 2022) | Q3 (Oct. – Dec. 2022) | Q4 (Jan. – Mar. 2023) |
|---|-------------------------------------|-------------------------------------|------------------------------------|------------------------------------|
| Total number of individuals enrolled/renewed | 2,619 | 2,688 | 2,747 | 2,764 |
| Enrolled at Casino/CGC/Bingo | 912 | 895 | 887 | 1,020 |
| Enrolled at PlayNow.com | 1,706 | 1,793 | 1,860 | 1,744 |
| Total number of new enrollments | 947 | 945 | 983 | 1,068 |
| Total reported self-exclusion infractions | 1,177 | 1,115 | 1,022 | 964 |