

British Red Cross Self-Exclusion Policy¹

Self-exclusion means an individual asking the British Red Cross to exclude her/him from gambling with the British Red Cross for a period of time.

If an individual thinks he/she is spending too much time or money gambling, she/he can contact us for more information about this scheme.

In accordance with the Gambling Commission's Licensing Conditions and Codes of Practice (LCCP), the British Red Cross:

- > Has and operates procedures for self-exclusion and takes all reasonable steps to refuse service or to otherwise prevent an individual who has entered a self-exclusion agreement from participating in gambling.
- > Endeavour to apply self-exclusion as soon as is practically possible after being informed of a self-exclusion request. As stipulated in the LCCP, this does not extend to blanket marketing which is targeted at a particular geographical area and where the excluded individual would not knowingly be included.
- > Has in place procedures designed to ensure that an individual who has self-excluded cannot gain access to gambling.

Self-exclusion Procedure

In reference to the above points, the British Red Cross's self-exclusion procedure is as follows for all self-exclusion requests, whether received directly or via a third party:

- > To self-exclude, individuals should contact the British Red Cross's Supporter Care team by calling 0300 456 11 55, emailing supportercare@redcross.org.uk, or writing to FREEPOST RED CROSS, 44 Moorfields, London, EC2Y 9AL.
- > Within two days of receiving a self-exclusion request, the British Red Cross flags on the individual's record in its database that the individual has self-excluded. As soon as is practicable, the individual will not be sent any gambling-related marketing material.
- > The British Red Cross returns to an individual who has entered a self-exclusion agreement all cleared funds received from her/him for weekly draws in which the individual has not yet been entered.
- > The British Red Cross maintains, in collaboration with any external licence managers (ELM) with which it works from time to time, a register of self-excluded individuals with appropriate records (name, address and other details).
- > The British Red Cross will train the appropriate staff to ensure that they are able to enforce the self-exclusion procedure.
- > Self-exclusions will remain in force for a minimum of six (6) months. After the expiration of that time the individual needs to take positive action in order to gamble again and must have specifically agreed to receive future gambling-related materials.

¹ To be read in conjunction with the British Red Cross's Responsible Gambling Policy