



The Gaming Commission protects gamblers

Gambling/Betting...



Self-assessment test



Exclusion



Aid



www.gamingcommission.be



Gambling/Betting...

Know your limits and know how to stop

Gambling should normally remain a form of entertainment. However, there may be times when gambling becomes too big a part of your life and you may feel you are losing control of the situation.

The purpose of this leaflet is to help you see your gambling habits more clearly and to inform you about the different available help services.



Self-assessment test

- 1 I play more and more or more often and spend larger and larger amounts of money,
- 2 I am concerned about gambling,
- 3 I isolate myself socially,
- 4 I feel sad or have a sense of boredom or loneliness when I am not gambling,
- 5 I become irritable or nervous because of gambling,
- 6 I am endangering or losing an important emotional relationship or job,
- 7 I lie about my gambling practices,
- 8 I don't accept my losses and try to recoup them.

If you answer yes to some of these statements, you probably have a gambling problem.

Other tests are available online. See "Aid" further down in this leaflet. You can also consult: www.arretezvousatemps.be and www.stopoptijd.be

For information on the assistance available,
you can also call the freephone number:

SOS GAMBLING
0800/35.777
(24h/7d)

Exclusion

If **gambling is causing problems in your life** (loss of money, tension, depression, lying, stress, etc.), **you can contact the Gaming Commission (GC) to be excluded** from casinos, gambling establishments and betting establishments, online and offline.

The request for self-exclusion can be introduced:

- via Itsme or eID and the **ONLINE GAMBLING EXCLUSION REQUEST FORM** accessible on the GC's website :

www.gamingcommission.be

- by **POST** or **EMAIL**. Put your request in writing, sign it handwritten and attach a copy of both sides of your identity card or a document from your country of residence attesting to your identity. Return everything to:

FPS JUSTICE | ♠ | ♦ | ♣ | ♥ |
G A M I N G
C O M M I S S I O N

Cantersteen 47 | 1000 Brussels
or via: **exclusion@gamingcommission.be**

Your personal data will be included in a database managed by the FPS Justice and will be processed with care in compliance with the data protection laws in force. In accordance with the EU Regulation 2016/679, you have the right to consult and modify this data and, in certain cases, to have it deleted. Your personal data will not be transferred to third parties, with the exception of the competent authorities.

A request for exclusion can also be made by a third party.
For more information, contact the GC via:
info@gamingcommission.be

Aid

 **Websites** with tests, information and assistance.

- gokhulp.be

(regular online contact with a psychologist, anonymous and free)

- druglijn.be

- cliniquedujeu.be

- joueurs.aide-en-ligne.be

(chat assistance with a psychologist, anonymous and free)

 **Contacts** with information and assistance

- De Druglijn: 078/15.10.20 (per chat or email)
 - Infor-Drogues : 02/227.52.52
 - Tél-Accueil : 107 (24h/24) Teleonthaal: 106 (24h/24)
 - SOS GAMBLING: 0800/35.777 (24h/24)
-

 **Services and consultations**

- Services specialized in gambling addiction (see the GC's website for contact details).
 - Mental health services (SSM or CAW in Belgium) and psychological services in hospitals.
 - Residential care in some hospitals
-

 **Self-help groups such as Gamblers Anonymous**

To find the contact details for help services near you, visit the page "Help in your area" on the GC's website:

www.gamingcommission.be

You will find other useful information on:

www.arretezvousatemps.be

www.stopoptijd.be

Gambling/Betting and (excessive) debt

Gambling or betting is never a solution to financial problems and can even lead to debts. If you find yourself in this situation, competent services can help you manage your budget and resolve your debt problems.

For Flanders:

Eerste hulp bij schulden: www.eerstehulpbijschulden.be

Centrum Algemeen Welzijnswerk (CAW): www.caw.be

Dienstverlening van de Openbare Centra voor Maatschappelijk Welzijn (OCMW): www.vlaanderen.be

For Brussels:

Le Centre d'Appui aux Services de Médiation de Dettes :

www.mediationdedettes.be

info@mediationdedettes.be Tel.: 02/217.88.05

For Wallonia:

Portail sur le surendettement :

socialsante.wallonie.be/surendettement/citoyen/

L'Observatoire du Crédit et de l'Endettement :

www.observatoire-credit.be

consultations@observatoire-credit.be Tel.: 071/33.12.59

For Belgium:

CPAS/OCMWs :

www.mi-is.be/fr/liste-des-cpas