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The Massachusetts Gaming Commission welcomes Singapore's National Council on Problem Gambling

Council members sought information about MGC's responsible gaming policies and practices

On Monday, July 18, 2016, the Massachusetts Gaming Commission (MGC) was pleased to host representatives from Singapore's National Council of Problem Gambling (NCPG) and share information about most promising practices related to responsible gaming policies and initiatives. The National Council on Problem Gambling provides problem gambling support services and also has as a regulatory function within the casinos in Singapore.

The delegation from Singapore came to visit the MGC following their attendance at the 30th National Conference on Problem Gambling that took place last week in Tarrytown, New York. Singapore council members expressed to MGC that Massachusetts is regarded as the "gold standard" in the United States as it relates to responsible gaming. As a result, the council members sought to learn more from the MGC about the development and execution of several responsible gaming initiatives including the [GameSense Info Center](#) and MGC's newly launched budgeting tool [PlayMyWay](#) (PMW).

Singapore council members met with MGC's Commissioner Enrique Zuniga, Executive Director Ed Bedrosian and Director of Research and Responsible Gaming Mark Vander Linden. The group discussed the importance and emphasis on research and protections embedded in the Massachusetts Expanded Gaming Act, the approach of the Commission in taking best practices and experience from abroad, and the collaboration required to execute those goals. MGC stressed that the involvement and engagement of all stakeholders (licensees, MA Council, research team, and Penn and MGC staff) has been a critical factor in the success of Responsible Gaming initiatives in the Commonwealth.

MGC also provided council members with a tour of Plainridge Park Casino including a meeting with a GameSense Advisor (Terrence Murphy) and a demonstration of PlayMyWay. After the meeting council members commented on the potential impact these kinds of initiatives may have on responsible gaming efforts around the world.

"The MGC is grateful for the opportunity to share promising practices on the important issue of responsible gaming. Our mandate from the Legislature was clear and we are pleased that we have been able to develop and implement a series of unique initiatives that are being recognized as progressive. We will aggressively continue our efforts and look



Massachusetts Gaming Commission

forward to continued collaboration with our colleagues,” said Commissioner Enrique Zuniga.

The National Council on Problem Gambling (NCPG) in Singapore is a 15-member council that was appointed in August 2005 as part of Singapore’s national framework to address problem gambling. The Council is committed to addressing problem gambling in Singapore, across all forms of gambling, through public education and outreach programs and the provision of help services. NCPG offers a 24/7 Problem Gambling Helpline service, administered by the National Addictions Management Service (NAMS). NCPG also administers Casino Exclusions and Casino Visit Limits for those affected by or vulnerable to problem gambling.

About GameSense

GameSense is an innovative and comprehensive Responsible Gaming strategy adopted by the Massachusetts Gaming Commission as part of its mission to encourage responsible play and mitigate problem gambling. GameSense combines recommendations on responsible gaming techniques with interactive tools and exhibits meant to engage patrons at Massachusetts casino gaming facilities and online at GameSenseMA.com.

Each gaming establishment is required by statute to provide on-site space (the GameSense Info Center) for player education. There, patrons can learn about myths associated with gambling, the odds of the games they are playing, take a break, and seek support from a GameSense Advisor. The Commission is working with casino operators to ensure that responsible gaming signage and information is available to direct patrons to the GameSense Info Center.

About MassGaming

The mission of the Massachusetts Gaming Commission is to create a fair, transparent, and participatory process for implementing the expanded gaming law passed by the Legislature and signed by the Governor in November, 2011. In creating that process, the Commission will strive to ensure that its decision-making and regulatory systems engender the confidence of the public and participants, and that they provide the greatest possible economic development benefits and revenues to the people of the Commonwealth, reduce to the maximum extent possible the potentially negative or unintended consequences of the new legislation, and allow an appropriate return on investment for gaming providers that assures the operation of casino-resorts of the highest quality. For more information on MGC, please visit MassGaming.com or connect and share on Twitter ([@MassGamingComm](https://twitter.com/MassGamingComm)) or Facebook www.facebook.com/MAGamingComm.



Massachusetts Gaming Commission