

## Take Control

Voluntary Self-Exclusion is for individuals who may be struggling with their gambling or for anyone interested in looking for help staying out of casinos, sportsbooks, and sports wagering platforms. Research has shown that for some people, Voluntary Self-Exclusion can be an effective tool in managing gambling related harm.

### Options for Voluntary Self-Exclusion

#### Gaming Only

Excluding from all casinos in MA.

#### Sports Only

Excluding from all sportsbooks and online sports wagering platforms in MA.

#### Gaming & Sports

Excluding from all casinos as well as all sportsbooks and online sports wagering platforms in MA.



### PlayWell Tip

Pressing pause today can help protect what matters most tomorrow.  
**ACT NOW.**

PlayWell is an innovative and comprehensive responsible gaming strategy adopted by the Massachusetts Gaming Commission to help keep gambling fun for all players.

Hope is here.  
Call 1-800-327-5050 or visit [maproblemgamblinghelpline.org](http://maproblemgamblinghelpline.org)

#### HAVE OTHER QUESTIONS?

### Speak to an Advisor

Ask a PlayWell Advisor at a PlayWell Hub, or call (800) GAM-1234, or visit [PlayWell.org](http://PlayWell.org) and find a PlayWell Advisor via LiveChat 24 hours a day.



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# playwell

KNOW WHEN TO STEP AWAY

# Voluntary Self-Exclusion

A Clear Path to Press Pause



## What is Voluntary Self-Exclusion?

It's a statewide program that allows you to voluntarily exclude yourself from all casino gaming floors, sportsbooks, and all sports wagering platforms in Massachusetts. By enrolling in the program, you agree to forfeit all rewards points and promotional offers.

## Who Can Enroll?

Any consenting person is eligible to enroll. Only the individual who is excluding may enroll in the program. Concerned friends or family cannot complete enrollment.

## How Long Will I Be Excluded?

You can choose a term from 1, 3, or 5 years. After you've completed at least 6 months of a term, you can choose to extend the duration or elect to choose a lifetime exclusion. You cannot reduce the length of any term.

## From Which Properties Am I Excluded?

VSE participants are excluded from the gaming floor of all casinos, sportsbooks, and all sports wagering applications in Massachusetts. Casino operators reserve the right to share participant information with all of their properties, including those outside of Massachusetts.

## Can I Still Visit Casinos and Retail Sportsbooks if I Self-Exclude?

You may only access non-gaming areas. Casino operators reserve the right to extend the exclusion to their non-gaming areas.

## What Happens if I Gamble During My Exclusion Term?

An excluded person identified on the gaming floor will be escorted from the area and must forfeit any money wagered, losses, or winnings. This includes confiscation of any money or thing of value that has been converted to a wagering instrument, including things like chips, tokens, prizes, non-complimentary pay vouchers, electronic credits on a slot machine, and vouchers representing electronic credits/TITO slips. This applies to sportsbooks, and all sports wagering applications.

## What Happens When My Exclusion Term Ends?

You will remain excluded until you have completed a reinstatement session. During this session, a trained professional will discuss safe gaming tips, risks of gambling and referrals to additional help. Your term does not expire automatically, and you will only be removed from the list after a successful completion of the reinstatement session and upon a Confirmation of VSE Removal Receipt. To arrange a reinstatement session, visit any PlayWell Hub and speak with a PlayWell Advisor during casino operating hours, or reach us remotely by LiveChat at **PlayWell.org**.

## How Will My Personal Information be Protected?

We take privacy seriously and protect sensitive information using only secure procedures. Under no circumstance will your information be shared with a family member, employer, or clinician.

## Is Enrollment Difficult?

While the decision to enroll can be difficult, the process is not. Trained professionals can help make the process easier and are equipped with information on local treatment resources. For your comfort and convenience, we offer both in-person and remote enrollment options. While MA Voluntary Self-Exclusion program covers all sports wagering platforms within the state, exclusions from individual sports wagering apps is available through single operators. Contact a PlayWell Advisor at **1-800-426-1234** to find out more.

## How Can I Enroll?

Enrollment is available 24/7. Our professionals can assist you in person, by phone or remotely via email or LiveChat at **PlayWell.org**. Call GamLine 24/7 at **1-800-426-1234**.

### In Person

You may visit any PlayWell Hub during operating hours without an appointment.

### Call or Email

Call the GamLine **1-800-426-1234** or email **vse@massgaming.gov**.

### Remote Enrollment

Remote enrollment is available for individuals who are unable to or prefer not to enroll in person at any location. To use this option, a computer or mobile device with email access and video capabilities is necessary. Visit **PlayWell.org** to LiveChat.

