

# Voluntary Self-Exclusion (VSE) FAQs

---

*Please note: FAQs are provided for informational purposes only and the actual rules are contained in the Commission's regulations 205 CMR 133: Voluntary Self-Exclusion and 205 CMR 233: Sports Wagering Voluntary Self-Exclusion, which can be accessed by clicking [here](#).*

## What is Voluntary Self-Exclusion (VSE)?

VSE is a statewide program which allows you to voluntarily exclude yourself from casino gambling, sports wagering or both. By enrolling in the program, you agree to forfeit or suspend all rewards points and will automatically be removed from marketing lists.

## What is the purpose of the VSE program?

The VSE program exists to help people to control their gambling for any number of reasons. It is an agreement between an individual, the Massachusetts Gaming Commission (MGC), and all the licensed Gaming Operators. For the safety of the individual requesting VSE, the MGC, Gaming Licensees, and Sports Wagering Operators agree to help keep that individual from gambling and/or sports wagering for the designated term.

## What are the different self-exclusion options in Massachusetts?

- **Gaming Self-Exclusion:** Persons are prohibited from entering the gaming area of any Massachusetts casino and from gambling on casino games within the designated area.
- **Sports Wagering Self-Exclusion:** Persons are prohibited from entering the sports wagering area of a retail sports wagering operator, and from placing a sports wager with any Massachusetts licensed sports wagering operator, including retails and sports wagering platforms.
- **Dual Self-Exclusion:** Persons are simultaneously prohibited from the areas and types of gambling/wagering outlined above.

Note: Individual operators may at their discretion extend gaming or sports wagering exclusion to all forms of gambling offered by that operator. Speak with a PlayWell Advisor (PWA) or check the MGC website for more information.

## How long will I be self-excluded?

The length of the self-exclusion period is up to you. Your choices include: one year, three years, five years, or a lifetime. You may only select the lifetime exclusion after you have completed six months of your term or have completed a previous term.

You can renew or extend the period once you complete your term and you cannot reduce the amount of time you select.

# Voluntary Self-Exclusion (VSE) FAQs

---

## Will I be able to resume gambling as soon as the duration of my term ends?

No. Upon completion of your selected term duration, you **must** participate in a reinstatement session in order to be removed from the VSE list and be able to return to the gaming/sports wagering areas or sports wagering platform.

## What happens once enrolled in the VSE program?

- *If you enrolled in the Gaming VSE:* During the period of your exclusion, you are not allowed to enter the gaming area of any Massachusetts casino. To reduce the temptation to return to the gaming area, all reward points will be forfeited or suspended, and players cards and all direct marketing materials suspended. An excluded person identified within the gaming area will be escorted from the area and must forfeit any money or thing of value that has been converted to a wagering instrument including things like casino-issued chips, tokens, prizes, non-complimentary pay vouchers, electronic credits on a slot machine, and vouchers representing electronic credits/TITO slips. Losses cannot be reclaimed.
- *If you enrolled in Sports Wagering VSE:* During the period of your exclusion, you will not be able to place a wager at any of the Massachusetts retail and mobile licensees, including casinos, brick and mortar sportsbooks, and on any of the Massachusetts licensed sports wagering online platforms.
- *If you enrolled in Gaming and Sports Wagering VSEs:* During the time of exclusion, both of the above paragraphs will apply.

## From which properties and/or sports wagering platforms am I excluded?

Depending on the VSE Program you enroll in, the terms apply to all casinos and sports wagering operators licensed by the MGC, regardless of whether or not they are operational at the time of enrollment. Casino operators and sports wagering operators reserve the right to share Massachusetts VSE participants with *all* of their properties and/or online platforms, including those outside of Massachusetts.

## Can I request a reinstatement session even if I haven't completed my full term?

No, your full self-exclusion term must be completed in order for you to schedule a reinstatement session for gaming and/or sports wagering in Massachusetts.

## Am I allowed to play the lottery if I am voluntarily self-excluded?

Yes. Enrollment into the Massachusetts VSE program does not prohibit you from playing the lottery or collecting any lottery-related winnings. However, access to any lottery kiosks or point of sale terminals located within a licensed gaming or sports wagering area would be prohibited.

# Voluntary Self-Exclusion (VSE) FAQs

---

## If I exclude from sports wagering, will I still be able to go to the casinos and racetracks to play tables, slots, and/or simulcast wager?

The Sports Wagering VSE list for sports wagering is separate and distinct from the Gaming VSE list for casinos. You may choose to self-exclude from sports wagering and not casino wagering. However, the casino operators may, at their discretion, extend sports wagering exclusion to all forms of gambling offered by that operator.

The MGC only has the authority to maintain and enforce VSE lists for casino and sports wagering that occurs in Massachusetts. Check the terms of the self-exclusion policy respective to each casino or sports wagering operator for information related to exclusion outside of Massachusetts.

## What if I violate the agreement and gamble or place a wager?

Individuals that manage to gamble or place a wager despite the protections and guidelines put in place are required to alert the MGC by contacting an onsite MGC Gaming Agent, calling the MGC at 617-533-9737, or by emailing [vse@massgaming.gov](mailto:vse@massgaming.gov). In addition, if identified an excluded individual if identified on the gaming floor will be escorted from the area and must forfeit any money wagered, losses, or winning. This includes confiscation of any money or thing of value that has been converted to a wagering instrument including things like chips, tokens, prizes, electronic credits, and vouchers or TITO slips.

## What happens when the term of my Voluntary Self-Exclusion ends?

You will remain on the VSE list until you have completed a reinstatement session. During this session, a trained PlayWell professional will discuss with you safer gaming tips, risks of gambling, and referrals to additional help should you desire. Please note that your term does not expire automatically, and you will only be removed from the list after the successful completion of the reinstatement session and when you are in receipt of a letter stating you have completed it.

## Why do I need to complete a reinstatement session?

The purpose of the reinstatement session is **not** to determine whether or not you can come off the list, rather it is an additional time where you will be offered harm reduction and responsible gaming resources and have the opportunity to discuss a plan to keep gambling fun and safe in the future.

## How do I schedule a reinstatement session?

You may schedule a reinstatement session at any PlayWell Hub located inside each of the Massachusetts casinos, by calling 1-800-GAM-1234, by contacting the MGC at 617-533-9737 or by emailing [vse@massgaming.gov](mailto:vse@massgaming.gov).

# Voluntary Self-Exclusion (VSE) FAQs

---

## Can I re-enroll in the program?

Yes, you may re-enroll into the program as many times as you would like. You may also opt for a lifetime exclusion once you have completed one of the initial terms. If you choose not to reinstate, you will not be able to gamble through a licensed Massachusetts sports wagering site or at a licensed Massachusetts casino.

## Will I be contacted during my exclusion?

Once you have successfully enrolled into the VSE Program, the MGC and its licensees will not contact you via phone, email, or standard mail regarding your exclusion unless otherwise noted on your application. If you wish, within a month before your VSE term ends, the MGC will mail and/or email a reminder that you cannot gamble until you've completed a reinstatement session. You may reach out to the MGC at any time should you have questions about your enrollment by calling 617-533-9737 or by emailing [vse@massgaming.gov](mailto:vse@massgaming.gov)

## How will my personal information be protected?

While the MGC is bound by the requirements of the Massachusetts Public Records Law, it takes privacy very seriously and protects your sensitive information using only secure procedures. The MGC will not share your personal information with a family member, employer, clinician, or any third party who may request it. One exception to this policy would be if there was a court-ordered reason to share your information or if the MGC were ordered to do so by the Secretary of the Commonwealth.

## Can I email or mail in my enrollment form?

The MGC can only accept forms which are submitted by a PlayWell Advisor or trained agent designated by MGC.

*If you have any questions about the VSE program, please email us at: [vse@massgaming.gov](mailto:vse@massgaming.gov)*

## Voluntary Self-Exclusion (VSE) FAQs

If I'm Enrolled in the **Gaming (Casino) VSE**, what am I excluded from? \*\*

Operators	Gaming at a Casino (not sports wagering)			Placing a Sports Wager		
	Player Rewards	In MA	Casino locations outside Massachusetts	Rewards Card	In MA	In other locations
<b>Massachusetts Casinos, Sportsbook and Sports Kiosks</b>						
<i>Encore Boston Harbor</i>	Forfeited upon enrollment in VSE	Excluded	Contact casino for information		Excluded	Contact casino for information
<i>Plainridge Park Casino</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Excluded	Forfeited	Excluded	Excluded
<i>MGM Springfield</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Not excluded but on the MGM Self Limit list	Tier Level reset; Rewards suspended until reinstatement	Excluded	Permitted but on the MGM Self Limit list
<b>Mobile Sports Wagering as of January 19, 2023</b>						
<i>BetMGM</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Not excluded but on the MGM Self Limit list	Tier Level reset; Rewards suspended until reinstatement	Permitted but on the MGM Self Limit list	Permitted but on the MGM Self Limit list
<i>ESPNBET (Penn Sports Interactive)</i>				Forfeited	Excluded	Excluded

\*\* Please note: Exclusions are subject to change and patrons should confirm with the operator before attempting to use a product owned by an affiliate.

# Voluntary Self-Exclusion (VSE) FAQs

If I'm Enrolled in the **Sports Wagering VSE**, what am I excluded from? \*\*

Operators	Gaming at a Casino (not sports wagering)			Placing a Sports Wager		
	Player Rewards	In MA	Casino locations outside Massachusetts	Rewards Card	In MA	In other locations
<b>Massachusetts Casinos, Sportsbook and Sports Kiosks</b>						
<i>Encore Boston Harbor</i>	Forfeited upon enrollment in VSE	Excluded	Contact casino for information	Forfeited upon enrollment in VSE	Excluded	Contact casino for information
<i>Plainridge Park Casino</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Excluded	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Excluded
<i>MGM Springfield</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Not excluded but on the MGM Self Limit list	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Permitted but on the MGM Self Limit list
<b>Mobile Sports Wagering as of March 23, 2023</b>						
<i>Caesars Entertainment/Caesars Sportsbook</i>				Suspended until reinstatement	Excluded and account suspended until reinstatement	Excluded and account suspended until reinstatement
<i>BetMGM</i>	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Not excluded but on the MGM Self Limit list	Forfeited upon enrollment in VSE, other rules may apply outside of MA	Excluded	Permitted but on the MGM Self Limit list

**\*\* Please note: Exclusions are subject to change and patrons should confirm with the operator before attempting to use a product owned by an affiliate.**

# Voluntary Self-Exclusion (VSE) FAQs

If I'm Enrolled in the **Sports Wagering VSE**, what am I excluded from? \*\*

Operators	Gaming at a Casino (not sports wagering)			Placing a Sports Wager		
	Player Rewards	In MA	Casino locations outside Massachusetts	Rewards Card	In MA	In other locations
Mobile Sports Wagering as of March 23, 2023						
<i>EPSNBET (Penn Sports Interactive)</i>				Forfeited	Excluded	Excluded
<i>Fanatics Sportsbook</i>				Forfeited	Excluded	Excluded
<i>Ballys</i>				Forfeited	Excluded	Excluded
<i>Draft Kings</i>					Excluded	Excluded
<i>Fan Duel</i>					Excluded	Excluded

\*\* Please note: Exclusions are subject to change and patrons should confirm with the operator before attempting to use a product owned by an affiliate.

## For More Information:

Encore Boston Harbor: <https://www.encorebostonharbor.com/about-us/contact-information>

Plainridge Park Casino: <https://www.pennentertainment.com/Responsible-Gaming>

EPSNBET(Penn Sports Interactive):

- [Self-Exclusion - \(https://espnbet.zendesk.com/hc/en-us/articles/20095764236301-Self-Exclusion#h\\_01HDS2BRVKYCD732EP105YNYF4\)](https://espnbet.zendesk.com/hc/en-us/articles/20095764236301-Self-Exclusion#h_01HDS2BRVKYCD732EP105YNYF4)
- [Responsible Gaming Page -\(https://espnbet.zendesk.com/hc/en-us/categories/19672961162125-Responsible-Gaming\)](https://espnbet.zendesk.com/hc/en-us/categories/19672961162125-Responsible-Gaming)
- Email: [support@espnbet.com](mailto:support@espnbet.com)

MGM Springfield/BetMGM:

# Voluntary Self-Exclusion (VSE) FAQs

---

- MGM Self-Limit Program: <https://mgmgrand.mgmresorts.com/content/dam/MGM/mgm-grand/casino/forms/mgm-grand-casino-self-limit-patron-online-form.pdf>
- BetMGM GameSense Home Page: <https://www.ma.betmgm.com/en/p/about-us/responsible-gaming-gamesense>
- BetMGM Help & Contact: <https://www.ma.betmgm.com/en/mobileportal/contact>

## Caesars Entertainment/Caesars Sports:

- Caesars Sportsbook Responsible Gaming: <https://caesars.com/sportsbook-and-casino/responsible-gaming/>
- Caesars Customer Service and Responsible Gaming email address: [responsiblegaming@williamhill.us](mailto:responsiblegaming@williamhill.us)
- Caesars Sportsbook Customer Support available from 8 am – 1 am, 7 days a week:
  - Phone: **855-474-0606**
  - Live chat
  - Email: [support-ma@caesarssportsbook.com](mailto:support-ma@caesarssportsbook.com)

## Fanatics Sportsbook: [support@betfanatics.com](mailto:support@betfanatics.com)

## DraftKings:

- RG Resources: <https://sportsbook.draftkings.com/help/responsible-gaming>
- Help Center: <https://help.draftkings.com/hc/en-us>
- Email Support: [sportsbook@draftkings.com](mailto:sportsbook@draftkings.com)

## FanDuel:

- FanDuel Sportsbook Responsible Play: <https://account.ma.sportsbook.fanduel.com/responsible-play>
- FanDuel Sportsbook Support Portal: <https://support.fanduel.com/s/>

## Ballys:

- RG Resources: <https://play.ballybet.com/account/responsible-gaming>
- Customer Support: [support@ballybet.com](mailto:support@ballybet.com)
- Live Chat: <https://play.ballybet.com/account/help-and-support?mode=partial>