



**Press release - for immediate release
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Industry First as The Bingo Association launches National bingo industry self-exclusion scheme

The Bingo Association has announced the launch of the licensed bingo sector's first ever, industry wide, customer self-exclusion scheme.

The bingo industry is committed to supporting and helping customers who may find that they are experiencing difficulties managing their gambling in licensed bingo premises and has worked with leading industry membership software developer ISD and SmartEXCLUSION to develop a system that can easily be accessed by both operators and customers.

The *Bingo Industry Self-Exclusion Scheme* is a web-based system that manages the records of players who have voluntarily requested to be excluded from licensed bingo premises across Great Britain. The scheme requires individuals to register and once complete their details are added to a national database. To initiate the process, a customer must be interviewed by a trained individual and complete and sign a self-exclusion form. This process can be undertaken in person at licensed bingo premises or by making a request through **The Bingo Association** website.

Miles Baron, Chief Executive, **The Bingo Association** said:

“**The Bingo Association** takes the sensitive issue of problem gambling seriously and as a leading Trade Association in the gambling sector, wishes to offer as much support as possible to both our members and their customers. *The Bingo Industry Self-Exclusion Scheme* is one of a number of initiatives that the Association has been working on to ensure that the Licensed Bingo Industry is at the forefront of Social Responsibility.”

Dirk Hansen, Chief Executive, **GamCare** said:

“GamCare welcomes this initiative from The Bingo Association to make the process of self-exclusion easier to access for individuals who are experiencing problems with gambling. Self-exclusion can be an important first step to getting gambling issues under control, and additional support is available through the National Gambling HelpLine and our Counselling Services.”

- Ends -

For Further information please contact

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Notes to editors

The Bingo Association

- The Bingo Association is the trade association of the licensed bingo industry in Great Britain, representing the proprietors licensed under The Gambling Act 2005. www.bingo-association.co.uk.
- There are 51 proprietors in membership. Membership profile ranges from the large operators, including Gala (138 clubs) and Mecca (97 clubs), to smaller operators like Carlton Leisure (14 clubs) and many single unit businesses. The bingo sector directly employs over 13,000 people in the UK.
- Over 3 million customers made over 48m visits to bingo clubs last year.

Gamcare

- GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Our expert services are confidential and non-judgemental.
- GamCare provide the National Gambling HelpLine (Freephone on **0808 8020 133**) and NetLine service (web chat via www.gamcare.org.uk) for problem gamblers as well as families and friends who are affected. We provide support, information and advice about gambling and the variety of issues that are associated with it – for example, stress, debt or relationship breakdown.
- GamCare also provide free face-to-face or online counselling for individuals and groups to help problem gamblers and affected others. We have three sites in London and a network of Partner agencies around the country whom we train to deliver this specialist service free of charge.
- Our trained advisers are available from 8am – Midnight, seven days a week.

ISD

ISD is a leading UK software developer, based in Portsmouth, whose team of talented professionals is dedicated to creating innovative web-based products that give companies a clear business advantage. Producing a range of solutions for leading companies their areas of expertise includes mobile market, membership systems and CRM, direct marketing, cash management, data capture and app development.

www.isdgroup.uk

SmartEXCLUSION

SmartEXCLUSION is a multi-operator self-exclusion solution that utilises modern technology to share information on self-excluded customers. The system allows an operator to digitally record a customer's self-exclusion details, capture their image, and remotely upload them to a dedicated database which is shared across the SmartEXCLUSION network, either within the same operator or across all operators within their sector.

www.smartalert.org.uk/portfolio/smartexclusion