

# **Voluntary Exclusion Program**

## **Q: How do I voluntarily exclude?**

A: Individuals wishing to voluntarily exclude may do so at Maryland Lottery headquarters in Baltimore or at any of the state's casinos. Maryland Lottery agents located at each casino are able to accept applications any time during casino operation. To arrange an appointment to submit an application at Maryland Lottery headquarters, please call 410-230-8800.

If an individual does not speak English, he or she should bring an interpreter with them to fill out their application.

## **Q: If I enroll in the Maryland Voluntary Exclusion Program, will I be excluded from only Maryland casinos?**

A: Not necessarily. Casino operators in Maryland may request that they be allowed to ban Maryland voluntarily excluded individuals from all of their properties and operations throughout the United States.

## **Q: Who can voluntarily exclude?**

A: Anyone can voluntarily exclude who has determined they are a problem or pathological gambler and can no longer gamble responsibly.

## **Q: Can I voluntarily exclude my spouse or significant other from Maryland casinos?**

A: No. As indicated in the program name, voluntary exclusion is totally voluntary. An individual cannot exclude their spouse or significant other. Those who seek voluntary exclusion must complete the voluntary exclusion application in person at a location designated by the Maryland Lottery in order to be placed on the voluntary exclusion list.

## **Q: My significant other told me he/she has enrolled in the Maryland Voluntary Exclusion Program. How do I know if that is true?**

A: The Maryland Lottery cannot divulge the names of those on the voluntary exclusion list to spouses, significant others or employers. However, all individuals who enroll in the Maryland Voluntary Exclusion Program receive a copy of all documents that they sign as part of the enrollment process. A follow-up letter is also sent to the home of each voluntarily excluded individual informing them of their approved application. Individuals who have enrolled in the voluntary exclusion program who have misplaced or lost copies of these documents may receive new copies only if they appear in person at Maryland Lottery headquarters.

## **Q: My significant other has already signed up for the Maryland Voluntary Exclusion Program and continues to gamble at casinos. What can I do?**

A: Call the Responsible Gambling Program Coordinator at 410-230-8798 to report your suspicions and the name of the casino where you believe a voluntarily excluded individual is gambling.

**Q: How can I tell if I am a problem/pathological gambler? Is there a test?**

If you or someone you know answers “Yes” to any of these questions, consider seeking assistance from a professional regarding this gambling behavior.

You have often gambled longer than you had planned.

You have often gambled until your last dollar was gone.

Thoughts of gambling have caused you to lose sleep.

You have used your income or savings to gamble while letting bills go unpaid.

You have made repeated, unsuccessful attempts to stop gambling.

You have broken the law or considered breaking the law to finance your gambling.

You have borrowed money to finance your gambling.

You have felt depressed or suicidal because of your gambling losses.

You have been remorseful after gambling.

You have gambled to get money to meet your financial obligations.

**Q: Does it cost anything to voluntarily exclude?**

A: No. It takes only about 30 to 45 minutes to enroll in the Maryland Voluntary Exclusion Program. Individuals wishing to voluntarily exclude must bring identification, such as a valid driver’s license or state issued identification card. Those individuals who do not speak English should make arrangements with an English-speaking friend or relative to accompany them to an enrollment site to serve as a translator in order to complete the required forms.

**Q: If I enroll, who will know I am voluntarily excluded?**

A: The records generated by the Maryland Voluntary Exclusion Program are strictly confidential. In order to facilitate the program’s goals the name, last four digits of the Social Security number, home address, Driver’s license number, date of birth, physical characteristics and a photograph of each voluntarily excluded individual are shared with the state’s casinos. The information provided to Maryland casinos is used only to enforce the Maryland Voluntary Exclusion Program.

**Q: What happens if I voluntarily exclude and go into a Maryland casino?**

A: The Voluntary Exclusion Program was created to help problem gamblers help themselves. The responsibility for staying out of Maryland casinos rests solely on the individual who voluntarily excludes and not with the Maryland Lottery or any Maryland casino. If a voluntarily excluded individual is found in a Maryland casino, the individual is subject to arrest for trespassing.

**Q: If I voluntarily exclude myself, how long must I stay out of Maryland casino?**

A: A person enrolled for at least two years may request removal from the list at the expiration of that time period by completing a Request for Removal Application. A person applying for removal from the Voluntary Exclusion Program must first undergo a problem gambling assessment by a professional who is licensed by the state to conduct problem gambling assessments, complete any recommended treatment, and complete a problem gambling treatment and prevention program. The Maryland Lottery will have the final determination on whether an applicant can come off the voluntary exclusion list.

**Q: What are the responsibilities of a voluntarily excluded individual?**

A: After an individual enrolls in the Maryland Voluntary Exclusion Program it is their responsibility to:

Stay out of all Maryland casinos;

Inform the Maryland Lottery Responsible Gambling Program Coordinator of any change of their address; and

Inform the Maryland Lottery Responsible Gambling Program Coordinator if they receive any brochures or letters from a Maryland casino.

**Q: After I voluntarily exclude, will I continue receiving marketing materials from Maryland casinos?**

A: Under the Maryland Lottery's voluntary exclusion rules, once an individual enrolls in the Voluntary Exclusion Program their name must be removed from all direct mailing lists and marketing databases used by Maryland casinos. However, it may take several weeks for an individual to no longer receive mail since some mass mailings are scheduled months in advance.