

## **Maryland Voluntary Exclusion Program Frequently Asked Questions**

### **WHAT IS THE VOLUNTARY EXCLUSION PROGRAM?**

The Voluntary Exclusion Program (VEP) allows you to voluntarily agree to refrain from entering and playing at any Maryland casino.

### **HOW CAN I ADD MY NAME TO THE VOLUNTARY EXCLUSION PROGRAM LIST?**

Individuals wishing to voluntarily exclude may do so at Maryland Lottery and Gaming Control Agency headquarters in Baltimore OR at any of the state's casinos. Maryland Lottery and Gaming Control Agency staff members, located at each casino, are able to conduct application interviews at any time during casino operation hours. To arrange an appointment for an application interview at Maryland Lottery and Gaming Control Agency headquarters, please call 410-230-8798.

### **DO I HAVE TO COMPLETE THE APPLICATION IN PERSON?**

Yes, the application interview must be completed in person.

### **DO I HAVE TO GO TO A CASINO TO SIGN UP?**

No, you can also enroll at the Maryland Lottery and Gaming Control Agency headquarters in Baltimore. Please call the office to schedule an appointment. The contact information for the MLGCA is 1800 Washington Blvd, Suite 330, Baltimore, MD 21230. The telephone number for the Responsible Gambling Program Coordinator is 410- 230-8798.

### **WHO CAN VOLUNTARILY EXCLUDE?**

Anyone can voluntarily exclude themselves.

### **CAN A SPOUSE OR RELATIVE HAVE SOMEONE PLACED ON THE LIST?**

No. This is a voluntary program and only you can complete the application.

### **CAN I STILL WORK AT A CASINO IF I PLACE MYSELF ON THE LIST?**

Yes, but you must notify the Commission prior to starting a job at the casino. However, you may be in the casino only to perform the duties of your employment.

### **MY SIGNIFICANT OTHER TOLD ME HE/SHE HAS ENROLLED IN THE MARYLAND VOLUNTARY EXCLUSION PROGRAM. HOW DO I KNOW IF THAT IS TRUE?**

The Maryland Lottery and Gaming Control Agency 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

# Maryland Lottery and Gaming Control Agency

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TTY users call Maryland Relay  
www.mdlottery.com

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 from MLGCA's Responsible Gambling Coordinator, who can be reached at 410-230-8798.

## **MY SIGNIFICANT OTHER HAS ALREADY SIGNED UP FOR THE MARYLAND VOLUNTARY EXCLUSION PROGRAM AND CONTINUES TO GAMBLE AT CASINOS. WHAT CAN I DO?**

Please call the Maryland Lottery and Gaming Control Agency 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.

## **WHO CAN ACCESS INFORMATION ON THE LIST?**

The only people who will have access to your information will be the Maryland Lottery and Gaming Control Agency and designated personnel at Maryland's casinos.

## **WILL MY NAME BE RELEASED TO THE PUBLIC?**

No, your name and all other information will remain confidential and cannot be released to the public, including your family and friends.

## **WHAT KIND OF INFORMATION IS ON THE APPLICATION?**

You will be asked to provide your name, address, telephone numbers, social security number and driver's license or state ID number. You will need to have your driver's license or a state-issued identification card. You will also be asked to give a brief physical description, and a photo of you will be taken when you complete the application. We will ask questions to verify that you understand the program and you are signing up for it voluntarily. The process takes about 30 to 45 minutes.

## **MAY I BRING SOMEONE WITH ME FOR SUPPORT WHEN I APPLY?**

Yes, you may bring someone with you for moral support, but the interview must be completed privately with an MLGCA staff member. This insures that the information remains confidential and your rights are protected. MLGCA's Responsible Gambling Coordinator and Agency staff members who work on-site at Maryland's casinos have access to a language line to assist with translation services for individuals who do not speak English.

## **DOES IT COST ANYTHING TO VOLUNTARILY EXCLUDE?**

No, there is no cost.

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## **WHAT HAPPENS AFTER I SUBMIT THE APPLICATION?**

Once you complete the application, it will be reviewed by MLGCA's Responsible Gambling Coordinator. Valid applications will be entered into the database and your information will be given to the Maryland casinos. Once your information is received by the casino operators, your name will be removed from all direct marketing (please allow 4-6 weeks for direct marketing mail/email to cease) and your player card, if you have one, will be inactivated.

## **WHAT HAPPENS IF I VIOLATE THE CONTRACT AND VISIT A CASINO?**

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 and Gaming Control Agency or any Maryland casino. If a voluntarily excluded individual is found in a Maryland casino, the individual receives a citation for criminal trespassing.

## **IF I PLACE MY NAME ON THE LIST, DOES THIS MEAN I CAN'T GO TO CASINOS IN OTHER STATES?**

No. By placing your name on the Maryland list, you are only excluding yourself from Maryland casinos. However, some casinos may have corporate policies that restrict you from all their casinos, in Maryland and other states.

## **IF I VOLUNTARILY EXCLUDE MYSELF, HOW LONG MUST I STAY OUT OF MARYLAND CASINOS?**

An individual 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. An individual applying for removal from the Voluntary Exclusion Program must first undergo a problem gambling assessment by a licensed professional who is approved by the state to conduct problem gambling assessments, complete any recommended treatment, and complete a problem gambling treatment and prevention program. The Maryland Lottery and Gaming Control Agency will have the final determination on whether an applicant can come off the voluntary exclusion list.