



Annex A: Information on Social Safeguards

New/ Revised Safeguards

1. Why does the Government need to raise the entry levy?

The entry levy is a broad-based social safeguard to deter casual and impulse gambling by locals. It underscores the message that gambling is an expense and not a means of making a living.

The casino entry levies for Singaporeans and PRs will be raised from \$100 to \$150 for the daily levy, and from \$2,000 to \$3,000 for the annual levy.

In reviewing the entry levy, MHA took into account a broad range of considerations, such as the problem gambling situation, changes in the household income levels, the prevailing prices of alternatives to the local casinos (e.g. casino cruises and Genting Malaysia), and general economic conditions.

2. What are the tightening measures on the pre-payment and activation periods for the entry levy that will be implemented from 1 Aug 2019?

MHA will be tightening the pre-payment and activation periods for the entry levy. We will shorten the pre-payment and auto-activation windows for all entry levies to six hours. Patrons cannot purchase a 2nd Annual Levy or Daily Levy unless the 1st Annual Levy or Daily Levy is expiring within six hours.

	Activation Window	Max # of Unactivated EL per Pax	Remarks
Daily Levy (DL) with New Restrictions	6 hours	1 Unactivated DL Max	The purchase of 2 nd DL will not be allowed unless the 1 st DL is expiring within 6 hours . The DL will be automatically activated after 6 hours of purchase.
Annual Levy (AL) with New Restrictions	6 hours	1 Unactivated AL Max	The purchase of 2 nd AL will not be allowed unless 1 st AL is expiring within 6 hours . AL will be automatically activated after 6 hours of purchase.

3. What is informed play?

Informed play refers to making informed decisions about one's gambling. The aim is to provide patrons sufficient information to promote better control of gambling behaviour. Such technology can be employed to provide personalised information to each gambler and prompt him/her to make better decisions on gambling.

In overseas examples, players can set a gambling budget, and be reminded when they reach a certain proportion of their gambling expenditure. The IRs need to study and develop the specific features and mechanisms could differ depending on the technology and gaming machines in use.

4. Why are the Government and the IRs studying such technology?

This is a step towards more upstream preventive measures, to promote responsible gambling among all gamblers and not just to problem gamblers.

Such technology for fostering responsible gambling behaviour already exists overseas. In Massachusetts, USA, the PlayMyWay is available at Plainridge Casino and will be available in MGM Springfield and Encore Boston Harbour in the later part of 2019. In Ontario, Canada, MyPlaySmart is available in Georgian Downs Casino and Shorelines Casino since 2017. In Norway, Norsk Tipping require players to set loss limits. In Sweden, Svenska Spel allows customers to set time and money limits and track their gambling habits. Research findings in terms of how it has helped gamblers to actively consider and regulate their play are encouraging.

The IRs will conduct a joint study with MSF to understand the technologies and options available.

5. Are there other measures to strengthen IRs' responsible gambling efforts?

MSF will work with the IRs to strengthen the training on responsible gambling for casino gaming staff, especially those who come into contact with patrons. The objectives are to guide casino staff on identifying persons at-risk of gambling problems and offering help to such patrons. The casinos are also to encourage patrons to sign up for the IRs' pre-commitment programme.

6. Will the IRs put in more resources towards responsible gambling?

The IRs have committed to enhancing patron education under their Responsible Gambling programme, including:

- conducting regular activities among patrons to dispel gambling myths and encourage responsibility in gambling, the activities would be pre-approved by MSF;
- displaying more prominently the NCPG Helpline number and information;
- developing dedicated promotional messages and materials to encourage the take up of pre-commitment or setting a budget.

Current Safeguards

7. What are the current casino social safeguards?

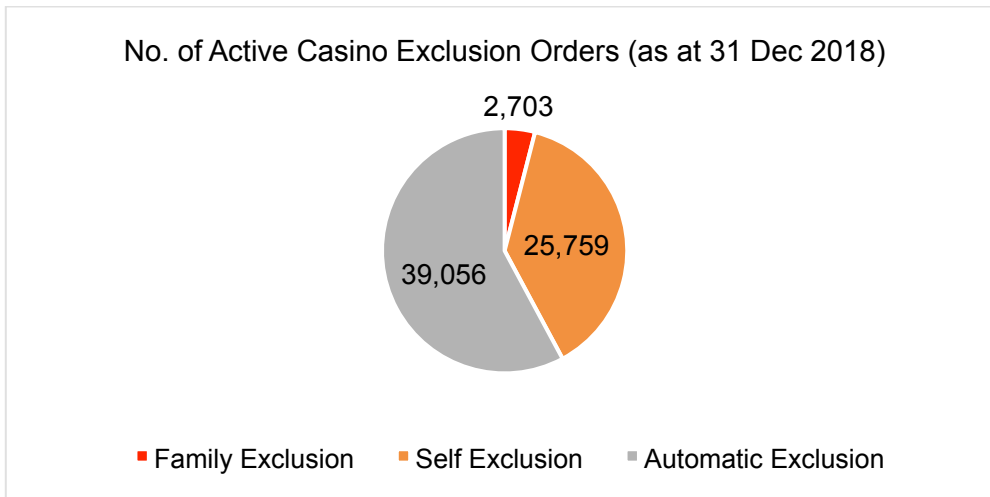
Singapore has stringent casino social safeguards in place, with four broad categories:

S/N	Category	Casino Social Safeguards
1	Limiting Singapore Residents' Access	No entry to minors below 21
2		Casino entry levies (i) Daily levy: \$100 for 24 hours (ii) Annual levy: \$2,000 for a year
3		Exclusion and Visit Limit Regime <ul style="list-style-type: none"> - Individuals can voluntarily apply or family members can apply to impose them on gamblers. - In addition, the Government can impose visit limits, or exclusions in severe cases, on financially vulnerable individuals who visit the casinos frequently. - Undischarged bankrupts, those receiving financial/legal aid from the Government or have more than 6 months of rental arrears are automatically barred from the casinos.
4	Managing Betting Amounts	No extension of credit to locals without premium accounts (of at least \$100,000)
5		No ATMs on casino floors
6	Restrictions on casinos' Advertising and Promotions (A&P)	All A&P must be pre-approved by Authority (MSF)
7		Prohibition on A&P targeting domestic market
8	Responsible Gambling Programme (offered by the casinos, must be pre-approved by MSF)	Put in place a pre-commitment system to enable casino patrons to set time or expenditure limits
9		Provide patron education and assistance on responsible gambling measures and help services
10		Train employees on problem gambling and responsible gambling

8. How many Singaporeans are barred from the casinos locally? What is the breakdown by the various exclusion categories?

The number of active casino exclusions as of 31 December 2018 is approximately 67,500. This includes three types of exclusion:

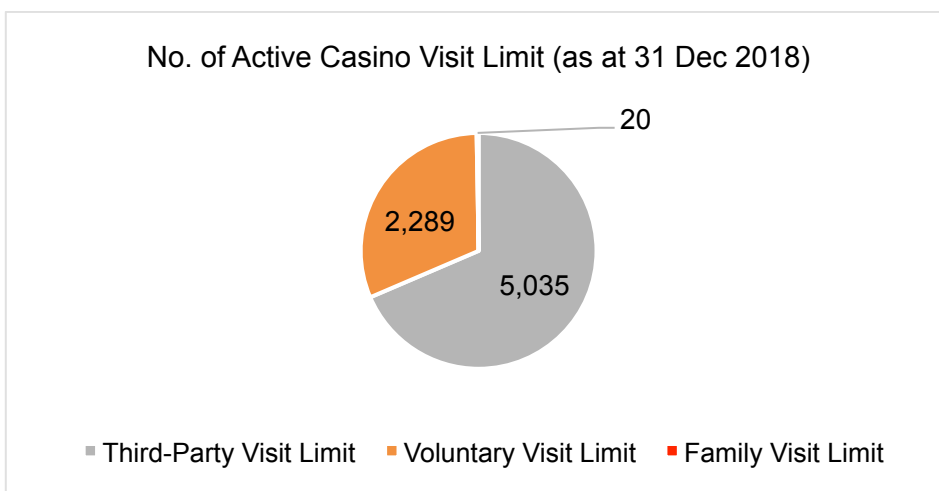
- Self-exclusion: A voluntary application to exclude oneself from the local casinos
- Family exclusion: Immediate family members can apply to exclude a problem gambler from the local casinos
- Automatic exclusion: Undischarged bankrupts, those receiving financial/legal aid from the Government or have more than 6 months of rental arrears are barred from the casinos.



9. What about the casino visit limit regime? How many Singaporeans have their visit frequency capped?

Approximately 7,000 Singapore citizens and PRs have their casino visit limits capped per month, as of 31 December 2018. These include the following types of visit limits:

- Voluntary visit limit: Anyone can apply to limit his/her monthly casino visits as a safeguard against problem gambling
- Family visit limit: Immediate family members can apply to limit a problem gambler’s monthly casino visits
- Third party visit limit: Imposed by NCPG on financially vulnerable Singaporeans



Help Services for Problem Gamblers/Families

10. What are the help options for gambling addicts?

Anyone who needs help with gambling addiction can call the National Problem Gambling Helpline at 1800-6-668-668 or webchat counsellors at www.ncpg.org.sg.

If further counselling/support is required, they are referred to NCPG’s partner agencies:

- Psychohealth Practice (under Healthway Medical Group)
- The Resilienz Clinic
- THK Centre for Family Harmony