

SELF EXCLUSION GUIDELINES

Self exclusion allows a person the opportunity to block access to their account if they feel they may be having difficulties controlling their gambling, and provides a good means of gambling prevention.

Any person applying for self exclusion from the Hospice in the Weald Weekly Lottery must complete the form overleaf with their details.

A member of the fundraising team will contact the member once the form has been received to discuss the self exclusion process and confirm it has been actioned. They will offer information regarding associations who assist people who consider they have a gambling issue, e.g. Gamcare.

A member of the fundraising team will annotate the existing member's details immediately after the member has returned the completed form.

Any outstanding credit on the self excluded members lottery account will be returned within approximately ten working days of receiving authorisation of self exclusion, by cheque made payable to the member concerned.

Hospice in the Weald will ensure that within 2 days of receipt of this form, no further marketing material is sent to a self excluded member. This will be done by marking the member's details as 'no mailing' on both the Lottery system and Customer Relationship Management system used by Hospice in the Weald.

We will allow a self excluded member to re-join the lottery after a minimum period of 6 months from the date that we receive the self exclusion agreement. The member will be given one day to cool off before being allowed access to re-join. The contact must be made via telephone or in person.

The self exclusion form overleaf needs to be retained by Hospice in the Weald until at least the agreement has formally ended. This will be stored electronically against the member's record on any systems used by Hospice in the Weald.

GambleAware

GambleAware provide support, information and advice to anyone suffering through a gambling problem. Call the National Helpline on **0808 8020 133** or visit their website **www.begambleaware.org**



WEEKLY LOTTERY

SELF EXCLUSION FORM

Self exclusion allows you the opportunity to cancel your lottery membership if you feel you may be having difficulties controlling your gambling.

Once set in place, your membership will remain cancelled for a minimum period of six months and cannot be reinstated before then. After six months, if you wish to resume your membership, you will need to request this in writing to the Fundraising team at Hospice in the Weald.

To cancel your regular payment and self exclude yourself from Hospice in the Weald's Weekly Lottery, please complete the form below and return to:

Lottery
Fundraising
Hospice in the Weald
Maidstone Road
Pembury
Tunbridge Wells
TN2 4TA

Unique Lottery number (if known) : _____

Title : _____

First Name : _____

Surname : _____

Address : _____

Postcode : _____

Tel. number : _____

E-mail : _____

I hereby request that Hospice in the Weald exclude me from any further Weekly Lottery Draws taking place for a minimum of six months from they receive this agreement. I understand that Hospice in the Weald will contact me to confirm my instruction has been cancelled.

Signature : _____

Date : _____

Please note, for those members paying by standing order, in addition to completing this form it will be necessary for you to cancel your regular payments with your bank, as we do not control this payment.

Any credit balance currently on your lottery membership(s) will be returned to you approximately ten working days after receipt of this form.