

NEW ZEALAND RACING BOARD



WHAT IS THE SELF-EXCLUSION PROGRAMME?

The Self-Exclusion programme is a voluntary process entered into by customers to assist them to control their gambling.

The Self-Exclusion programme assists customers who want to control their gambling by denying themselves the use of the wagering facilities at TAB outlets and from using TAB Accounts.

Note: Where the NZ Racing Board also holds the gaming licence at a venue then a reciprocal exclusion will be issued.

HOW CAN I PARTICIPATE IN THE SELF-EXCLUSION PROCESS?

Once you have identified yourself as a “problem gambler”, you may obtain a Self-Exclusion form from any TAB outlet, or off of the TAB website www.tab.co.nz or by contacting 0800 102 106 (TAB Customer Service Centre).

You must read the form and sign it only when you understand the form and how Self- Exclusion will apply to you.

By signing the Self-Exclusion form, you allow the NZ Racing Board to take action as is necessary to prevent you from using wagering facilities (and gaming where applicable) and the closure of any TAB betting accounts you may have.

IF YOU CHOOSE TO PARTICIPATE IN THE SELF-EXCLUSION PROGRAMME YOU SHOULD:

1. Complete the Self Exclusion form, including a recent photograph (taken within the last three months) to assist the NZ Racing Board staff in recognising you if you enter a venue.
2. If you hand the form in at a TAB venue then have the venue manager (or authorised staff member) sign the form. Two copies of the form will be made. One is for your records, one for the venue and the original will be sent to NZ Racing Board Risk, Legal and Audit Division for action.
3. If you wish rather than visiting an outlet to submit the form, you can send it directly (including a photo) to: NZ Racing Board, P O Box 38899, Wellington Mail Centre, Lower Hutt 5045, Attn: Risk, Legal & Audit Division.

HOW LONG WILL I BE ON THE SELF-EXCLUSION LIST?

The Self-Exclusion operates indefinitely. It can only be revoked with the agreement of the NZ Racing Board. In order to revoke your Self-Exclusion you must complete the revocation process which includes written evidence that you have received counselling, and have received a favourable assessment from a recognised Problem Gambling Support provider. Any request for revocation must be forwarded to the Risk, Legal and Audit Division of the NZ Racing Board along with the required assessment documentation. The NZ Racing Board will then consider whether revocation will be granted.

WHAT WILL HAPPEN IF I GO TO A TAB AND TRY TO GAMBLE?

During your period of Self-Exclusion the operator of the outlet will refuse to serve you and may ask you to leave the TAB outlet. If you refuse to leave the outlet the operator may take such action as is necessary to remove you from the outlet.