

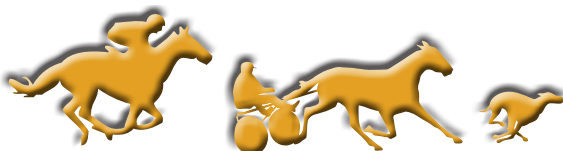


## *Keep sight of your limits* **Bet responsibly**



### **About the TAB and the New Zealand Racing Board**

TAB is a brand of the New Zealand Racing Board. The NZ Racing Board facilitates all racing and sports wagering in New Zealand. Under the Racing Act 2003, the responsibilities of the NZ Racing Board are to facilitate and promote racing betting and sports betting; to maximise profits for the long-term benefit of New Zealand racing; and to promote the racing industry. The NZ Racing Board conducts its business activities with integrity and to the benefit of the many diverse members who derive their livelihoods from the New Zealand racing industry.



### **Our Commitment to Responsible Gambling**

Treated responsibly, wagering on racing and sport is associated with fun and excitement. However, we recognise that for a small percentage of people it may cause harm and lead to potential gambling problems. The NZ Racing Board is committed to promoting responsible gambling and has a Harm Prevention & Minimisation Policy and procedures in place to help minimise the potential harm associated with gambling. Our aim is to ensure all customers are served in a responsible manner. All staff responsible for supervising betting across the NZ Racing Board's TAB retail network receive comprehensive training in problem gambling awareness and are trained to take appropriate action if a person shows the behavioural signs, or is identified as having a gambling problem. This includes providing information about problem gambling support services.

## Recognise the Signs

*If you think you, or someone you know, may have a gambling problem, here are some of the behavioural signs, or potential risks to look for:*

- The amount of time and money spent on gambling is increasing
- Repeatedly visiting a nearby ATM or withdrawing money by EFTPOS
- Attempting to cash cheques
- Visiting a TAB store every day and staying for extended periods of time, often avoiding or forgetting important responsibilities
- Leaving children outside the TAB store without adequate supervision
- Believing that having a system will help win on the races
- Trying to recover losses by betting more
- Showing signs of depression and anxiety over time (such as becoming less outgoing, sometimes irritable, taking less care with clothes or with grooming over time)
- Alcohol intoxication
- Talk – words used when talking with staff. Signs may include, for example, realisation of lost time – “I was supposed to be back at work an hour ago”; or family issues – “Don’t tell my husband I’m here if he rings”; or financial problems – “I really need to get a Pick6 or jackpot”
- Asking friends and family for money to wager.

## NEED HELP?

Contact TAB Customer Services on **0800 102 106**

## SET YOUR LIMITS PROGRAMME

If you are a TAB Account customer, you can request that a weekly limit be placed on your spend and/or maximum loss through your TAB Account. Once the agreed limit has been reached, no further bets will be accepted for that week. To request the Set Your Limits programme contact TAB Customer Services. The Set Your Limits programme may operate indefinitely and can only be revoked with the agreement of the NZ Racing Board.

## SELF EXCLUSION PROGRAMME

Any customer can voluntarily arrange for access to TAB betting services to be denied. It is useful for customers who want to stop their betting activity. The Self Exclusion Programme may operate indefinitely and can only be revoked with the agreement of the NZ Racing Board.

## GAMBLING HELPLINE

If you think you, or someone you know may have a problem, help is available through the Gambling Helpline 24 hours a day, seven days a week.

Phone **0800 654 655**

E-mail [info@gamblinghelpline.co.nz](mailto:info@gamblinghelpline.co.nz) or visit [www.gamblinghelpline.co.nz](http://www.gamblinghelpline.co.nz)

## CONTACT US

To talk about problem gambling, or to request a copy of our Responsible Gambling Code of Practice or Harm Prevention & Minimisation Policy, contact:

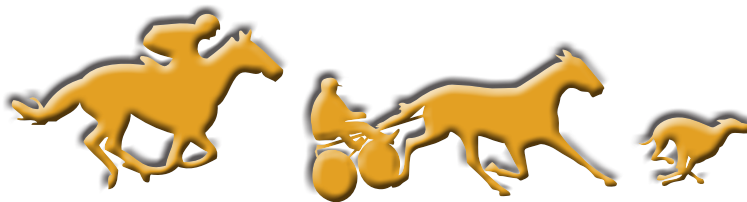
TAB Customer Services

Phone: 0800 102 106

Web: [www.tab.co.nz](http://www.tab.co.nz)

Email: [gamblinghelp@nzracingboard.co.nz](mailto:gamblinghelp@nzracingboard.co.nz)

The information contained in this brochure may be subject to change without notice. This information should be read in conjunction with the Racing Act 2003, the Gambling Act 2003 and the NZ Racing Board's Harm Minimisation & Prevention policy.



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**TAB**