

Self-Exclusion Programs - Online Gambling Operators - Program Summary

****Resource For the Gambler ONLY (can be provided to Loved One's for informational purposes but only the Gambler can self-exclude in most instances)**

Self-Exclusion Programs offered by Online Gambling Operators such as the **Hard Rock Bet App**, offer responsible gambling programs that allow you to use tools to set boundaries and controls on your gambling. Sometimes it can be difficult to find all of the resources necessary to manage your play in a productive, responsible manner. Therefore, there are proactive tools and supports available, meant to help.

Other Online Gambling Operators, such as DraftKings, FanDuel, bet365, Bovada, TVG, PrizePicks, and Underdog (to name a few), also offer online self-exclusion and restriction programs that are specific to their individual gambling platforms.

The nature of addictions varies, as do the **Self-Exclusion** options offered by **Online Gambling Operators**. Examples of Online Self-Exclusion Categories that may be provided by Online Gambling Operators follows, though contact with each specific site to determine available program options should always be made:

Online Gambling Operator Self-Exclusion Programs:

○ **Hard Rock Bet App - Online Exclusion Programs**

Many years of research has concluded, expressing how crucial online gambling self-exclusion can be. Self-Exclusion from Online Gambling Operators is enacted at the players will. It is a personal choice to restrict access to specific online betting platforms, helping to weaken the impact of problem gambling, which can be very dangerous.

Hard Rock Bet App offers responsible gambling programs that allow you to use tools to set boundaries and controls on your gambling. Some of the available tools and resources that the **Hard Rock Bet App** offers include:

- ✓ **Deposit Limits** - You are able to set three separate time limits regarding deposits. Limits can be set on either a daily, weekly or monthly basis.
- ✓ **Staking Limits** - Another Player Protection tool is the ability to set a limit on bets on a daily, weekly, or monthly basis.
- ✓ **Session Limits** - Once established, Session Limits will limit the amount of time you may be logged into Hard Rock Bet in a single day.
- ✓ **Timeout** - As part of our commitment to Responsible Gaming, and keeping Hard Rock Bet fun and personally safe, we offer a temporary hold on your account called a Timeout.
- ✓ **Self-Exclusion** - The Self-Exclusion tool allows you to deactivate your account for a specific time interval or indefinitely. Players can choose to self-exclude from **1 to 5 years, or permanently**.
- ✓ **Session Reminder** - A Session Reminder is a feature available to remind you that you have reached a specific time limit of your choice on the application. This is a pop-up reminder and does not log you out of your account once the time limit is reached.

<https://www.hardrock.bet/responsible-gaming/>

○ “Other” Online Gambling Operator Exclusion Programs

- **Self-Exclusion Programs offered by “Other” Online Gambling Operators (i.e. besides the Hard Rock Bet App),** such as DraftKings, FanDuel, bet365, Bovada, TVG, PrizePicks, and Underdog (to name a few), offer online self-exclusion and restriction programs that are specific to their individual gambling platforms. Visit the links below to find available self-exclusion or restriction programs and information by Online Gambling Operator:

- 1) **BetNow** - <https://www.betnow.eu/how-can-users-set-self-exclusion-periods-on-betnow-eu/>
- 2) **bet365** - <https://responsiblegaming.ky.bet365.com/stay-in-control/self-exclusion>
- 3) **BetMGM** - <https://www.betmgm.com/en/p/self-exclusion>
- 4) **BetOnline** - <https://help.betonline.ag/en/articles/185156-responsible-gaming>
- 5) **BetUS** - <https://www.betus.com.pa/terms-conditions/#:~:text=5.11%20You%20may%20instruct%20us,accept%20wagers%20from%20this%20acount.>
- 6) **Betway** - <https://www.betway.co.za/responsible-gaming#:~:text=Self%2DExclusion&text=Alternatively%2C%20you%20may%2C%20at%20any,for%20at%20least%3A%201%20month>
- 7) **Bovada** - <https://www.bovada.lv/pages/self-exclusion> and <https://www.bovada.lv/help/contact-us>
- 8) **Caesars Sportsbook** - <https://caesars.com/sportsbook-and-casino/responsible-gaming/> and https://assets.contentstack.io/v3/assets/blt07f2225743220ad0/blt968fafc6d5ba6a2a/CSB_Self-Exclusion_Form_Fill.pdf
- 9) **DraftKings** - https://help.draftkings.com/hc/en-us/articles/4405232298003-DraftKings-Self-Exclusion-Overview-US#h_01FS4Z1YH3T34EB4XKMJCYBCP0 and <https://rq.draftkings.com/breaks/self-exclusion> (you will need to login to your account to proceed)
- 10) **Everygame** - <https://sports.everygame.eu/en/content/responsible-gaming> and <https://account.everygame.eu/content/downloads/EverygameSelfExclusionForm.pdf>
- 11) **FanDuel** - <https://support.fanduel.com/s/article/What-is-self-exclusion> and <https://account.www.fanduel.com/responsible-play/self-exclusion> (you will need to login to your account to proceed)
- 12) **Lucky Block** - <https://www.luckyblock.com/terms> (this page is not accessible with a US IP Address)

To self-exclude from Lucky Block, you need to send a message to their Customer Support Department using your registered email address, expressing your wish to self-exclude. This request will initiate the self-exclusion process, and once set, the exclusion cannot be undone for a predetermined period. To contact the Lucky Block Customer Support Department, you have several options:

- **Live Chat:** The most immediate way to reach a support agent is through Lucky Block's 24/7 live chat feature. This is integrated directly into their platform, allowing you to connect with a support agent in real-time for urgent issues or quick questions.
- **Email:** You can send an email to Lucky Block for less urgent matters. The email address for support is support@lucky-block.io, and you can typically expect a response within 24 hours.
- **Phone:** Lucky Block also offers phone support. You can contact them at 302-442-8484 for direct communication with a support representative.

13) **Mega Dice** - <https://www.megadice.com/en/responsible-gambling> (this page is not accessible with US IP Address)

To self-exclude from Mega Dice Casino, you need to utilize their responsible gambling tools. Mega Dice offers several options for self-exclusion, allowing players to take a break from gambling if needed. Here are the steps and contact methods to initiate self-exclusion:

- **Contact via Email:** You can request self-exclusion by emailing Mega Dice at help@megadice.com. This method is suitable for formal requests and may require you to specify the duration of the self-exclusion period.
- **Live Chat:** For immediate assistance, you can use the live chat feature available on the Mega Dice platform. This service is available 24/7 and can be used to discuss self-exclusion options with a support representative.
- **Responsible Gambling Tools:** Mega Dice provides tools directly on their platform that allow you to set self-exclusion periods. These tools can be accessed through your account settings, where you can also set deposit and loss limits to help manage your gambling activities responsibly.

14) **MyBookie** - <https://help.mybookie.ag/knowledge-base-2/responsible-gaming/responsible-gaming/> and <https://www.mybookie.ag/contact-us/>

15) **PrizePicks** - <https://www.prizepicks.com/responsible-gaming>

16) **Sportsbetting.ag** - <https://help.sportsbetting.ag/articles/responsible-gaming> and <https://help.sportsbetting.ag/> (contact methods at bottom of page)

17) **Stake** - <https://stake.us/responsible-gaming/stake-smart>

18) **TVG** - https://www.tvg.com/responsible-gaming?_ga=2.225149914.1561427550.1724934712-1847353390.1724934712 (but you need to login to your account to proceed)

19) **Underdog Fantasy** - <https://underdogfantasy.com/responsible-gaming-resources> and <https://underdogfantasy.com/account/self-exclusion> (but you need to login to your account to proceed)

20) **William Hill Sportsbook** - <https://williamhill.us/us/nv/support/responsible-gaming/> and <https://www.williamhill.us/wp-content/uploads/2012/06/William-Hill-Patron-Self-Limit-Form.pdf>

21) **Xbet.ag** - <https://help.xbet.ag/knowledge-base/responsible-gaming/responsible-gaming/> and <https://www.xbet.ag/contact-us/>