

Policy to ensure that children and other vulnerable persons will be protected from being harmed or exploited by gambling

Responsible Gambling

We want our customers to enjoy betting with us. We are committed to providing our customers with a secure, fair and socially responsible service.

We provide customers with a range of options to assist them in gambling responsibly:

Self-exclusion

On request, we will close any customer's account(s) for a minimum period of six months during which time it will not be possible for the account(s) to be re-opened for any reason. We will endeavour to prevent new accounts being opened. An account that is simply 'closed' can be re-opened by the customer at any time.

Access to customer history

Customers can easily access a full history of transactions, withdrawals and deposits. A customer's balance is always available when logged in to the site.

Staff training

All our customer service staff receives training on problem gambling issues.

Maintaining control

Whilst the majority of people do bet within their means, for some gambling can become a problem. It may help you to keep control by following these guidelines:

- Gambling should be entertaining and not seen as a way of making money
- You should establish limits for deposits, stakes and even losses before you start gambling
- Avoid chasing losses
- Only gamble what you can afford to lose
- Keep track of the time and amount you spend gambling
- If you want to have a break from gambling you can use our self-exclusion option
- If you need to talk to someone about problem gambling then contact Gamblers Anonymous: www.gamblersanonymous.org or GamCare.
- GamCare is a registered charity that provides confidential telephone support and counselling to anyone who is affected by problem gambling. GamCare can be contacted on www.gamcare.org.uk or UK helpline 0845 6000 133

Problem gambling

If you are concerned that gambling may be having a negative impact on your (or someone else's) life, then the following questions may help you find out:

- Have others ever criticised your gambling?
- Have you ever lied to cover up the amount of money or time you have gambled?
- Do arguments, frustrations or disappointments make you want to gamble?
- Do you gamble alone for long periods?
- Do you stay away from work, college or school to gamble?
- Do you gamble to escape from a boring or unhappy life?
- Have you lost interest in your family, friends or hobbies due to gambling?
- After losing, do you feel you must try and win back your losses as soon as possible?
- When gambling and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you gamble until your last penny is gone, even the bus fare home or the cost of a cup of tea?
- Have you lied, stolen or borrowed just to get money to gamble or to pay gambling debts?
- Do you feel depressed or even suicidal because of your gambling?

The more you answer 'yes' to these questions, the more likely you are to have a serious gambling problem. To speak to someone about this, please contact one of the appropriate organisations listed above.

Underage gambling

It is against the law for those under the age of 18 to open an account and bet with us. We take our responsibilities in this regard very seriously. We carry out age verification checks on all customers who use payment mechanisms that we know can be used by children. We reserve the right to ask for proof of age from any customer, and customer accounts may be suspended until satisfactory proof of age is provided or if we think the account may be being used by someone under the age of 18. Anyone under the age of 18 found to be using this site will have any winnings forfeited and also will be reported to the police.

Filtering systems

In order to protect minors from accessing our site we recommend that responsible players install Internet filtering software on their computers. This provides the ability to control content displayed, block websites and set up passwords to prevent City Index Limited being available to underage players. There are a number of Internet filtering software choices available:

ICRA filtering software can disallow access to inappropriate websites: www.icra.org

Net Nanny filtering software protects children from inappropriate web content: www.netnanny.com

Cyberpatrol safety software enables control of internet access: www.cyberpatrol.com

CYBERSitter filtering software allows parents to add their own sites to block: www.cybersitter.com