

## **Self-Exclusion**

Should you need to take a break from gambling, we provide a self-exclusion facility which can be set by our customer service agents at your request. Self-exclusion means that your account will remain closed for a minimum period of 6 months, and will not be reactivated under any circumstances during the exclusion period.

We recommend that you seek additional support and advice from a professional problem gambling support agency during the self-exclusion period.

Although the minimum period of time that self-exclusion can be set is six months, there is no maximum period of time and self-exclusion can be permanent.

Please be aware that after the minimum 6 month exclusion period has passed, your account will not be automatically reopened. If you would like us to consider reactivating your account you'll need to contact our customer services team via phone or live chat. If the decision is that your account will be reactivated, you will be unable to access your account straight away.

There is a 7 day time-out period enforced on the account. After this period passes, full access to your account will be re-enabled. If you change your mind about re-opening your account during this period please let us know.

Most gambling/gaming operators offer self-exclusion and if you have accounts with other operators, you should request self-exclusion with each operator where you hold an account. You should also consider installing software that blocks access to internet gambling websites.

### **Betting, Deposit And Loss Limits**

Brokerstorm provides the facilities for our customers to limit the amount they can bet (i.e. total stakes), deposit and/or lose through their betting over specific time periods. If you require information relating to this facility please contact our Customer Services department by email at [info@brokerstorm.com](mailto:info@brokerstorm.com).

Limits can be revised downward at any time but any increase will only be taken place 7 days after the request is made.

1. After losing, do you feel that you have to try and win back your losses as soon as possible?
2. If you run out of money when gambling, do you feel lost and in despair and feel the need to gamble again as soon as possible?
3. Do you gamble until your last penny is gone, even the bus fare home or the cost of a cup of tea?
4. Do you feel depressed or even suicidal because of your gambling?

The more questions that you answer 'yes' to, the more likely it is that you are having difficulties with your gambling. To speak with someone who can give you advice and support, please contact one of the organizations listed below.

#### Contact And Assistance

There are a number of institutions that offer professional assistance:

Gamble Aware

Website: [www.gambleaware.co.uk](http://www.gambleaware.co.uk)

GamCare

Website: [www.gamcare.org.uk](http://www.gamcare.org.uk)

Helpline No. : +44 (0) 845 6000 133

Gambling Therapy

Website: [www.gamblingtherapy.org](http://www.gamblingtherapy.org)

Please contact our Customer Service team if you have any further questions relating to our Responsible Gambling Practices.