

## FAQS ON SOCIAL SAFEGUARDS FOR CLUBS OPERATING FRUIT MACHINES

### 1. What must Clubs do to implement self-exclusion for Fruit Machine rooms?

**For Clubs currently participating in the NCPG facilitated self-exclusion scheme, there is no change in implementation till 30 April 2018.** Self-exclusion is implemented only for those who are members at the time of self-exclusion application. Such clubs will continue to receive weekly transfers of applicants. Please inform NCPG of the date that the self-exclusions take effect, and ensure measures are in place to implement the self-exclusion. Such Clubs must check the individual's NRIC against their exclusion list before allowing entry to the gambling area.

#### **From now till 1st Quarter 2018 [All Clubs]**

- Ensure the Club has a CorpPass account. More details on CorpPass and account registration are available at <https://www.corppass.gov.sg>. (1Q 2018)
- Ensure the Club has a computer with internet access, and preferably a barcode scanner. This is to access the NCPG e-service and check exclusion status of members. (1Q 2018)
- Familiarize with the NCPG e-service to check exclusion status of members. **NCPG will provide all clubs with a user manual for the e-service by March 2018.**

#### **From 1 May 2018 [All Clubs]**

- Express (written) consent must have been given by members who enter the Fruit Machine room, for the club to verify his exclusion status with the NCPG, and for NCPG to release such information to the Club at the point of entry to the Fruit Machine room.
- With consent from the member, access the NCPG e-service via CorpPass to verify the member's exclusion status (i.e. club to check member's NRIC for self-exclusion and NCPG Relevant Exclusion<sup>1</sup>).

**A person who has an active self-exclusion from the fruit machine rooms, or who is a subject of NCPG Relevant Exclusion, or who does not consent to such verifications shall not be allowed to enter, remain in or take part in any gaming in the Fruit Machine rooms.**

- Maintain records of members who attempt to enter the Fruit Machine room, while on an active self-exclusion or NCPG Relevant Exclusion. The particulars of such persons to be recorded shall minimally include:
  - Name;

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<sup>1</sup> NCPG Relevant Exclusions refer to: (i) a Family Exclusion Order made under section 162 or 165C of the Casino Control Act (CCA); (ii) an Exclusion from the casinos by law under section 165A(1)(a) and (b) of the CCA for undischarged bankrupts, recipients of Government financial aid, recipients of legal aid, and HDB rental tenants who have six or more months of arrears; and (iii) an Exclusion Order made under section 165 or 165C of the CCA.

- Date of birth;
- NRIC or relevant unique identification number;
- Membership number (where applicable);
- Membership expiry date (where applicable);
- Date and time of attempted entry into the Fruit Machine room.

**2. Does the Club need to verify the exclusion status of its member, every time the same member enters the Fruit Machine room?**

Yes. Every time a member enters or re-enters the Fruit Machine room, the Club needs to verify the member's exclusion status using the NCPG e-service to ensure that only members who are not on self-exclusion or NCPG Relevant Exclusion are allowed to enter the Fruit Machine room.

**3. Must the Club get written consent from members for verification of exclusion status every time they enter the Fruit Machine room? Why is written consent needed?**

The Club only needs to seek a **one-off** written consent from each member who enters the Fruit Machine room, for the club to (i) verify the member's exclusion status with the NCPG, and (ii) for NCPG to release such information to the Club. On the member's next entry or visit, the written consent still stands and there is no need to obtain consent again.

The written consent is for the Club's reference and safe-keeping so that it will know which members had given consent. The written consent may be used as evidence in the event there is any dispute from a member concerning personal data protection or privacy related issues.

**4. Will NCPG provide the wordings or template for the written consent form?**

The Club may use the wordings below to seek written consent from members who wish to enter the Fruit Machine room.

*I hereby consent to **[Club Name]** conducting verification checks on me through the National Council on Problem Gambling ('NCPG'). I further consent to **[Club Name]** using or disclosing information on or relating to me and/or my membership account to the NCPG for official purposes; and to the NCPG providing information relating to my self-exclusion and any exclusion orders made against me under Sections 162, 165, 165A(1)(a), 165A(1)(b) and 165C of the Casino Control Act (Cap 33A) to **[Club Name]** for such purposes.*

**5. Can the existing membership kiosk or gantry in my Fruit Machine room connect directly to NCPG's exclusion database like the casinos?**

The NCPG e-service will only be accessible (using CorpPass) via a computer terminal or tablet device with internet access.

## **6. How do members apply for self-exclusion with the Clubs?**

Members may apply for self-exclusion from Fruit Machine rooms by the following:

- (i) Online using SingPass account via the NCPG's website: <https://www.ncpg.org.sg>;
- (ii) Downloading application from the NCPG's website (as above) and returning the completed form to NCPG; and
- (iii) In person at NCPG's office at SLF Building, #05-01, 510 Thomson Road.

## **7. Will NCPG provide Self-Exclusion application forms for Clubs to give members?**

From 1 September 2017, new self-exclusion application forms will be provided to Clubs currently participating in the NCPG facilitated self-exclusion scheme. The forms will indicate to applicants that:

- (i) The self-exclusion will not be implemented between 1 September 2017 and 30 April 2018 if the applicant is not a member of the club at the time of self-exclusion application; and
- (ii) Where the applicant had applied for self-exclusion from Fruit Machine rooms, it is understood that from 1 May 2018 onwards, the applicant's self-exclusion will take effect across all Fruit Machine rooms in Singapore, regardless of whether he/she is a member of any of the clubs at the time of self-exclusion application.

## **8. What about existing members on self-exclusion? How will transition be done for such members, to be excluded from all clubs with effect from 1 May 2018?**

Individuals who had already applied for self-exclusion from at least one Club will receive a letter from NCPG to choose either (i) to self-exclude from all Fruit Machine rooms in Singapore when the new policy takes effect, or (ii) to revoke their self-exclusion.

## **9. Can persons on self-exclusion revoke? How to revoke?**

Yes, an individual who had applied for self-exclusion from at least one Club may subsequently apply to revoke his/her self-exclusion. All revocations can only be made in person at the NCPG office. Applicants are required to contact NCPG at **6354 8154** to make an appointment for revocation, and bring along their NRIC for verification.

## **10. Can family members apply to exclude an individual from FM rooms?**

With effect from 1 May 2018, individuals with a Family Exclusion Order ('FEO') will be excluded from all jackpot machine rooms operated by private Clubs in Singapore. This is in addition to exclusion from the local casinos and online betting services provided by Singapore Pools and Singapore Turf Club.

The FEO is only for immediate members such as spouses, children and siblings which includes adopted and step relations. Family members can call NCPG's appointed agencies below to apply for a FEO.

**NCPG's Appointed Agencies:**

**1. PsychHealth Practice (under Healthway Medical Group)**

Contact No.: **6252 6266**

Address: 176 Orchard Road, The CentrePoint, #06-01, Singapore 238843

Email Address: [daretochange@healthwaymedical.com](mailto:daretochange@healthwaymedical.com)

Operating Hours: 8.30am to 6.00pm (Monday to Friday)

**2. THK Centre for Family Harmony @ Circuit**

Contact No.: **6747 7514**

Address: Blk 37 Circuit Road, #02-455, Singapore 370037

Email Address: [cfh@thkmc.org.sg](mailto:cfh@thkmc.org.sg)

Operating Hours: 9.00am to 6.00pm (Tuesday to Wednesday/Friday to Saturday),  
9.00am to 9.00pm (Thursday)

The application process to the NCPG hearing will take approximately three weeks.

**11. Can a member revoke his Family Exclusion Order (FEO)? How?**

The member has to stay on the FEO for a minimum of one year before a revocation application can be made. Either the excluded person or any affected family members can make the revocation application.

For advice on how to revoke a Family Exclusion Order, please contact NCPG at **6354 8154**.

**12. Will training be given to Clubs on all the above? When?**

In August 2017, all Clubs will be given a set of FAQs on exclusion from Fruit Machine rooms, which may be used to address any general enquiries from members. By Feb 2018, NCPG will also provide all clubs with a user manual for the e-service to check exclusion status of members.

**13. Can the Club's employees or vendors with an active self-exclusion or NCPG relevant exclusion, work in Fruit Machine rooms?**

Employees and service providers of the Club may continue to enter Fruit Machine (FM) rooms as needed for the purpose of their service, duty and function. Such persons may include:

- (a) Club's management who oversee the FM rooms operation;
- (b) Club's employee or contracted staff (cleaners, etc) who need to enter FM rooms to perform their work duties;
- (c) External vendors who need to enter FM rooms for work purpose; and
- (d) Individuals from community organizations who need to conduct Responsible Gambling activities or outreach.

**Persons who are required to enter and remain in the Fruit Machine room for the purpose of their service, duty and function, shall not engage in any gaming activity while in the Fruit machine room, and they remain in the Fruit Machine room for so long only as is required for the performance of their service, duty and function.**

The Club must maintain records of such individuals in electronic or physical form. The details of such persons to be recorded shall minimally include:

- Name;
- Date of Birth;
- NRIC or relevant unique identification number; and
- Date and time of each entry and exit from a Fruit Machine room.

**14. What must the Club do to implement safeguards for access to cash and credit facilities in FM rooms?**

**From 1 November 2017**, the Club must not offer ATMs, Electronic Funds Transfer at Point of Sale (EFTPOS) and credit payments inside FM rooms. In addition, such facilities should not be in the line of sight from the entrance of the Fruit Machine room. **The Club should conclude its contracts with the relevant vendors and remove the corresponding facilities by 1 November 2017.**

**15. What must the Club do to implement safeguards for Advertising and Promotions (A&P) relating to FM rooms/facilities?**

**From 1 November 2017**, the Club must ensure that posters, banners, publications, online content or other similar form of publicity pertaining to the operation of fruit machines are not displayed or made available outside the premises of the FM room. Only plain signage (words only) to provide direction to the FM room will be allowed. In addition, any form of direct marketing (e.g. member newsletters) to anyone with regards to the operation of fruit machines is strictly prohibited.