

# TOGETHER FOR RESPONSIBLE GAMBLING



***tipico***

[RISK-IN-SAFE-HANDS.COM](http://RISK-IN-SAFE-HANDS.COM)

IMPORTANT INFORMATION ABOUT GAMBLING ADDICTION PREVENTION

## GAMBLING INVOLVES CERTAIN RISKS

People have always sought their luck in games, and sports betting in particular, has become increasingly popular. Our product targets people who regard betting as entertainment and a challenge and who are able to realistically assess their risk of losing or winning. Our betting offer is designed for your amusement and should always be considered as such. In this manner, betting remains a game and fun, and your recreational pleasure does not end in uncontrollable stakes or even in a gambling addiction.

However, Tipico is aware that for some people, sports betting can become a problem. We do not wish this situation to arise in the first place. Not only do we wish for you to remain our customer but we also want to ensure you maintain your health! Player protection is part of our social responsibility and is therefore an integral part of our corporate policy.

That is why it is our top priority. Apart from extensive customer education and a range of prevention and intervention measures, Tipico also focuses on the education and training of our employees. Our staff are trained to always look for the first signs of problematic gambling behaviour as part of their work.

## WE RECOMMEND THAT YOU FOLLOW AND IMPLEMENT THE BELOW PRINCIPLES:

- »/ Only gamble for fun and as long as the game entertains you.
- »/ Be aware that you cannot make money by gambling or betting on sports.
- »/ Regard your bets as losses rather than expected gains.
- »/ Do not gamble to offset previous losses.
- »/ Never bet more money than you can afford.
- »/ Never borrow money to bet.
- »/ Set yourself time and financial limits. With us, you have the option to set deposit, loss and betting limits.
- »/ Stop gambling when you reach one of your limits, regardless of whether you have just won or lost.
- »/ Only gamble when sober and clear-headed. Do not gamble if you are not in full possession of your mental and physical powers, for example due to alcohol or drug consumption.
- »/ Take a break every now and again. Gambling should only be one of several leisure time activities.
- »/ Do not gamble or bet secretly.
- »/ Gambling is not the right way to deal with emotional or physical pain.
- »/ Even if you are a sports expert, betting on sports is mainly a matter of luck.

## WHAT IS GAMBLING OR BETTING ADDICTION? AND HOW DO YOU RECOGNISE IT?

From a scientific perspective, the term “gambling addiction” refers to pathological gambling behaviour or a pathological gambling disorder. The disorder consists of frequent and repeated episodes of gambling, that control the way the affected person is living, leading to the deterioration of social, professional, financial and family values and commitments.

The consequences can be devastating for the person affected and his/her family and have an impact on all areas of life.

If you have any doubts about whether you belong to the group of gamers at risk, ask yourself the following questions:

- 1/ Have you ever tried gambling to offset a previous gambling loss?
- 2/ Have you ever felt guilty after gambling and reproached yourself?
- 3/ Have you ever borrowed money in order to gamble?
- 4/ Have you ever neglected your own well-being and that of your family by gambling?
- 5/ Has gambling ever affected your professional life or your reputation?
- 6/ Do you ever have a strong urge to gamble after fights, disputes, disappointments or frustrations, in order to forget your worries and problems?
- 7/ Do you hide your gambling activities from relatives and friends?
- 8/ Do you sometimes feel like you have lost control over your gambling activities?

IF YOU HAVE HONESTLY ANSWERED “YES” TO ANY OF THESE QUESTIONS, THEN THIS IS A SERIOUS WARNING SIGN OF PROBLEMATIC GAMBLING BEHAVIOUR.



## WHAT DO I DO IF I ANSWERED “YES” TO ONE OR MORE OF THESE QUESTIONS?

These types of warning signs should never be ignored. The sooner you take them seriously, the more likely you are to prevent problematic behavioural issues. Insight is the first step towards improvement and the best way to tackle upcoming problems. It is possible to take control of problematic gambling behaviour! Use existing support services to help you. We recommend that you contact us or seek professional help..

Tipico has a hotline for this purpose and has set up a specialised customer service team which you can contact any time, anonymously and for free. Our specially trained customer advisers are obliged to keep all information they receive, confidential

### **TIPICO HOTLINE**

**0800 0847426**

Mon – Sat from 6:00 – 22:00

### **TIPICO CUSTOMER SUPPORT**

#### **RESPONSIBLE GAMBLING**

**responsiblegambling@tipico.de**

In addition, the Federal Centre for Health Education (BZgA) and the State Coordination Office for North Rhine-Westphalia (NRW) offer helplines at the following numbers:

### **BZgA HOTLINE**

**0800 1372700**

### **State Coordination Office NRW**

**0800 0776611**

If you want to get in touch with addiction experts directly, there are counselling services in your area where you can seek professional help. These services are also legally bound to secrecy. You can get relevant contact information from our hotline, customer support or from our homepage:

**[WWW.RISK-IN-SAFE-HANDS.COM](http://WWW.RISK-IN-SAFE-HANDS.COM)**

Here you will find useful information on responsible gambling, problematic gambling behaviour or prevention measures such as limits and self-exclusion.

## **SELF-EXCLUSION**

If you need a break or a longer exclusion from gambling, we offer you the option of self-exclusion. You have the option to exclude yourself for your own protection at any time in your Tipico Shop. The exclusion can be for six months, a year or permanently, meaning for life. The relevant form can be obtained from your Tipico Shop. As soon as you have completed the form with your personal details, your request is processed immediately. This self-exclusion, however, will only be effective if you also exclude yourself from other gaming places.

A player ban can also be imposed by Tipico directly or through our franchise partners, if, based on reliable information from third parties or other factual evidence, it becomes evident that you are at risk of gambling addiction or are over-indebted, or if you cannot meet your financial obligations or are risking stakes that are disproportionate to your income or assets.

Each player exclusion can be accompanied by an exclusion order (shop ban). Your existing customer cards will be blocked and any unused credit paid back to you.

If you have further questions about exclusion options and other prevention measures, please do not hesitate to contact our employees in your Tipico Shop. Further information on this matter can be found at

**[www.risk-in-safe-hands.com](http://www.risk-in-safe-hands.com)**.

# PERSONAL ADVICE!

Support and further information is available for free and anonymously from help centres, by email or on the Internet at:

TIPICO HOTLINE  
0800 0847426

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responsiblegambling@tipico.de

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0800 / 137 27 00

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