

TOGETHER FOR RESPONSIBLE GAMBLING



tipico

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 ADDICTION OR COMPULSIVE BETTING AND HOW DO YOU RECOGNISE IT?

Modern science understands "gambling addiction or compulsive betting" to be pathological gambling behaviour or a pathological gambling disorder. The disorder involves frequent and repeated episodic gambling, which dominates the life of the person affected, leading to the deterioration of their social, professional, financial and family values and obligations.

The consequences may be devastating for the person affected and their families and can affect all aspects of their life.

If you are unsure whether you belong to the group of gamblers at risk, then carry out this self-test:

- 1/ Do you become restless, irritable or tense if you try to gamble less or not at all?
- 2/ Have you tried to conceal the extent of your gambling behaviour from your family and friends?
- 3/ Have you experienced financial difficulties due to your gambling behaviour which meant that you were only able to support yourself with the help of family, friends or social security?

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 CUSTOMER SUPPORT
RESPONSIBLE GAMBLING
responsiblegambling@tipico.de**

**Spieleambulanz der TU Dresden
www.spielerambulanz.de
0800 / 084 74 26**

In addition, the Federal Centre for Health Education (BZgA) offer helplines at the following number:

**BZgA HOTLINE
0800 1372700**

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

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**.

PERSÖNLICHE BERATUNG

Support and further information is available from
help centres below:

**Südstormarer Vereinigung für
Sozialarbeit e.V.**
Beratungszentrum Südstormarn
T: 040 - 72738450
F: 040 - 72738455
Scholtzstr. 13 b, 21465 Reinbek

**AWO Suchtberatungs- und
Präventionsstelle Schenefeld**
T: 0160 - 96500546
Papenmoorweg 2, 22869 Schenefeld

STZ Wedel
T: 04103 - 83075
www.stz-elmshorn.de
Gärtnerstrasse 4, 22880 Wedel
Sprechzeiten: Mi. 15:00 – 17:00 Uhr
oder nach tel.Vereinbarung

**Ambulante und Teilstationäre
Suchthilfe (ATS)**
Standort Bad Schwartau
Geibelstr. 1, 23611 Bad Schwartau
T: 0451 - 50579129 oder
0172 - 2029814
Telefon: 04551 - 84358 oder
0172 - 2580046
M: fachstelle-gluecksspielsucht@ats-sh.de
Termine nur nach tel. Vereinbarung

**Ambulante und Teilstationäre
Suchthilfe (ATS)**
Standort Bad Segeberg
Gartenstr. 17, 23795 Bad Segeberg
T: 04551 - 84358
M: fachstelle-gluecksspielsucht@ats-sh.de
Offene Sprechzeiten:
Di. 16:00 – 18:00 Uhr

Evangelische Stadtmission Kiel
T: 0431 - 26044500
Wall 38, 24103 Kiel
Sprechzeiten:
Mo. 15:00 – 17:00 Uhr und nach tel.
Vereinbarung

**Außenstelle
Suchthilfezentrum Schleswig**
T: 04621 - 4861-0 /-12
Konsul-Lorentzen-Str. 3,
24376 Kappeln
Sprechzeiten: Di. 16:00 – 17:00 Uhr

**Ambulante und Teilstationäre
Suchthilfe (ATS)**
Standort Neumünster
Moltkestr. 4 – 6 (Ansgarstift),
24534 Neumünster
T: 0419 - 13625 oder
0172 - 2580035
Terminvereinbarungen:
0172 - 2580035
M: fachstelle-gluecksspielsucht@ats-sh.de
Offene Sprechzeiten:
Di. 10:00 – 12:00 Uhr

Suchthilfezentrum Schleswig
Telefon: 04621 - 4861-0 /-12
Internet: www.suchthilfezentrum-sl.de
Suadicanistraße 45, 24837 Schleswig
Sprechzeiten:
Mo. 17:30 – 18:30 Uhr und
Fr. 9:00 – 10:00 Uhr

**Außenstelle
Suchthilfezentrum Schleswig**
T: 04621 - 4861-0 /-12
Flensburgerstr. 6, Kulturzentrum „Alte
Schule“, Eingang rechts, Raum 211,
24986 Satrup
Sprechzeiten: Mi. 16:00 – 17:00 Uhr

**Außenstelle AWO Suchtberatungs-
und Präventionsstelle Schenefeld**
T: 0160 - 96500546
Markt 7, 25524 Itzehoe
Sprechzeiten nach tel. Vereinbarung

**Beratungs- und
Behandlungszentrum Niebüll**
T: 04661 - 965912
Westerlandstraße 3, 25899 Niebüll
Sprechzeiten: 8:00 – 17:00 Uhr