



OXFAM

WE WON'T LIVE WITH POVERTY

Oxfam GB lottery SELF EXCLUSION POLICY

Oxfam GB complies with the Licence Conditions and Code of Practice governing the procedures for self-exclusion. We will take all reasonable steps to prevent an individual who has entered a self-exclusion agreement with ourselves from participating in our lottery.

Should a member of our staff be contacted by an individual who wishes to be self-excluded they will send out a Lottery Exclusion form to be completed and returned, or will complete the form on behalf of the individual (a copy of the form will be sent to the individual for signature). Upon the return of the form the individual's details will be entered onto the self-exclusion register. This will then be cross referenced against the existing membership and any new members signed up for the lottery for the period of the exclusion.

We will not target the individual with lottery marketing material at any time during the self-exclusion.

We will close any membership of an individual who has entered a self-exclusion agreement and return any funds held in their name.

We have put into effect the following procedures to ensure that an individual who has self-excluded cannot gain access to the lottery:

- A register of those excluded with appropriate records (name, address, lottery number, and any other appropriate comments).
- Any individual self-excluding will be signposted to advice and counselling on problem gambling
- An individual must take positive action in order to self-exclude by way of a signature.
- The self-exclusion period is a minimum of six months
- The self-excluded member must take positive action to be removed from the self-exclusion list after the 6 months minimum period has elapsed.
- Upon such notification of the cancellation of the self-exclusion, the player will be given a one day cooling off period before being allowed access to the lottery.
- The record of the self-exclusion will remain on file until the agreement has been formally ended.
- Staff training to ensure that staff are able to recognise and enforce the system.