

Gaming Activity Reports: *Sticking to Your Limits*



Background:

- Looking for ways to provide players additional tools to help manage and monitor their play
 - Player information is a major goal of Manitoba Lotteries' Responsible Gaming Strategy
- Plentiful, available information and tools currently provided on how gambling works and strategies for managing play through our Responsible Gaming Information Centres
 - (MLC-AFM partnership program since 2002)



What's a 'Gaming Activity Report'?

- Available to Club Card members at Casinos of Winnipeg as of April 1, 2008
- New technology-based information tool to help players monitor & manage their gaming
 - Developed in consultation with Addictions Foundation of Manitoba



What's a 'Gaming Activity Report'?

- The **Gaming Activity Report** includes:
 - Quarterly & year-to-date (calendar year) information
 - Dollars played, dollars won, jackpots, estimated win/loss
 - Limitations
- Report includes information about:
 - Contact RGIC if they have questions
 - Problem Gambling Helpline phone number



Report Process:

Quarterly Reports:

- Provided at the end of a quarter, as requested
- Request form completed
- Reports mailed out or picked up at the Responsible Gaming Information Centres (RGICs) at the Casinos of Winnipeg



Report Process:

Special Ad Hoc Reports:

- RGICs are being equipped to generate special ad hoc reports
 - Useful when working with a guest on how to manage play, reduce play, etc.
 - Currently using paper-based tools
- Different request form completed
 - Report generated for time period as specified by guest in conjunction with RGIC staff
- Report discussed by guest and RGIC staff



Promotion:

- In-casino signage:
 - Customer Services
 - Responsible Gaming Information Centres (RGICs)
- Future plans:
 - Broader in-casino promotion
 - Promotional information to Club Card membership





**MANITOBA
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