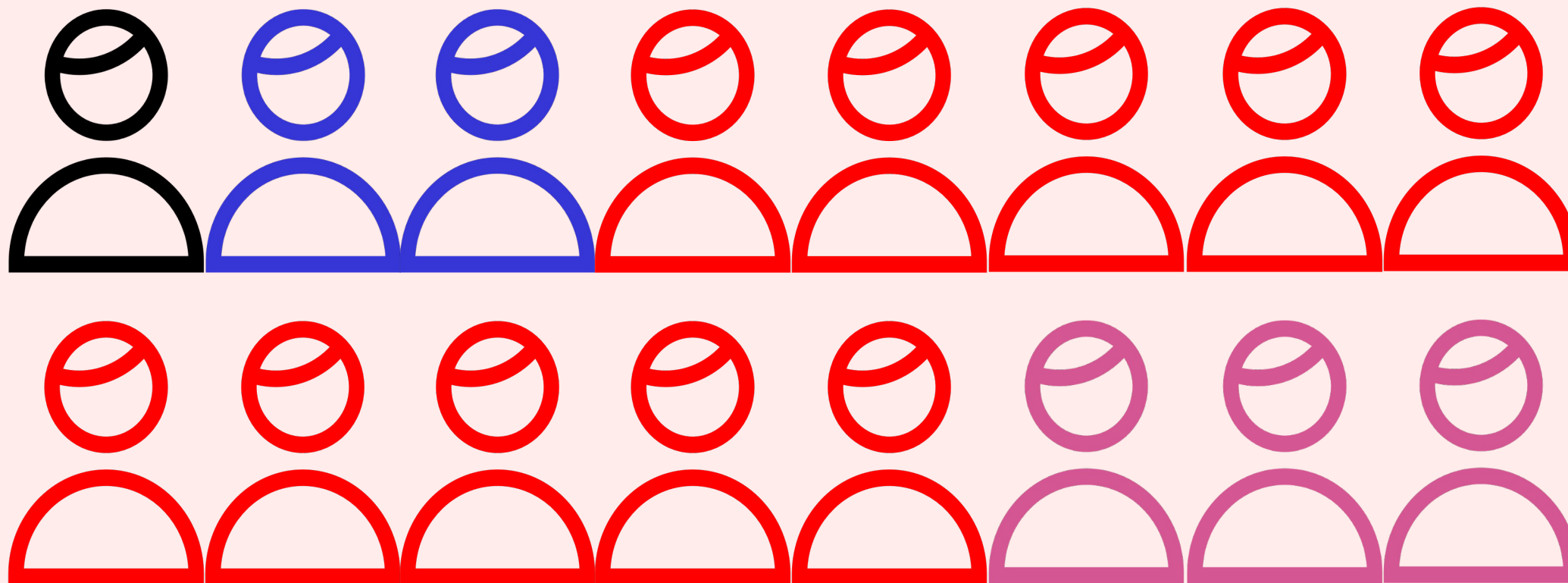




Why do gamblers choose to self-exclude and why do they want to start again?

Responsible Gambling Team - a short presentation



Responsible Gambling Team - a short presentation



Purpose and goal

Find out

- Find out more about the customers gambling situation.

Motivate

- Motivate the customer to make informed decisions.

Help

- If needed, help the customer to play less

2

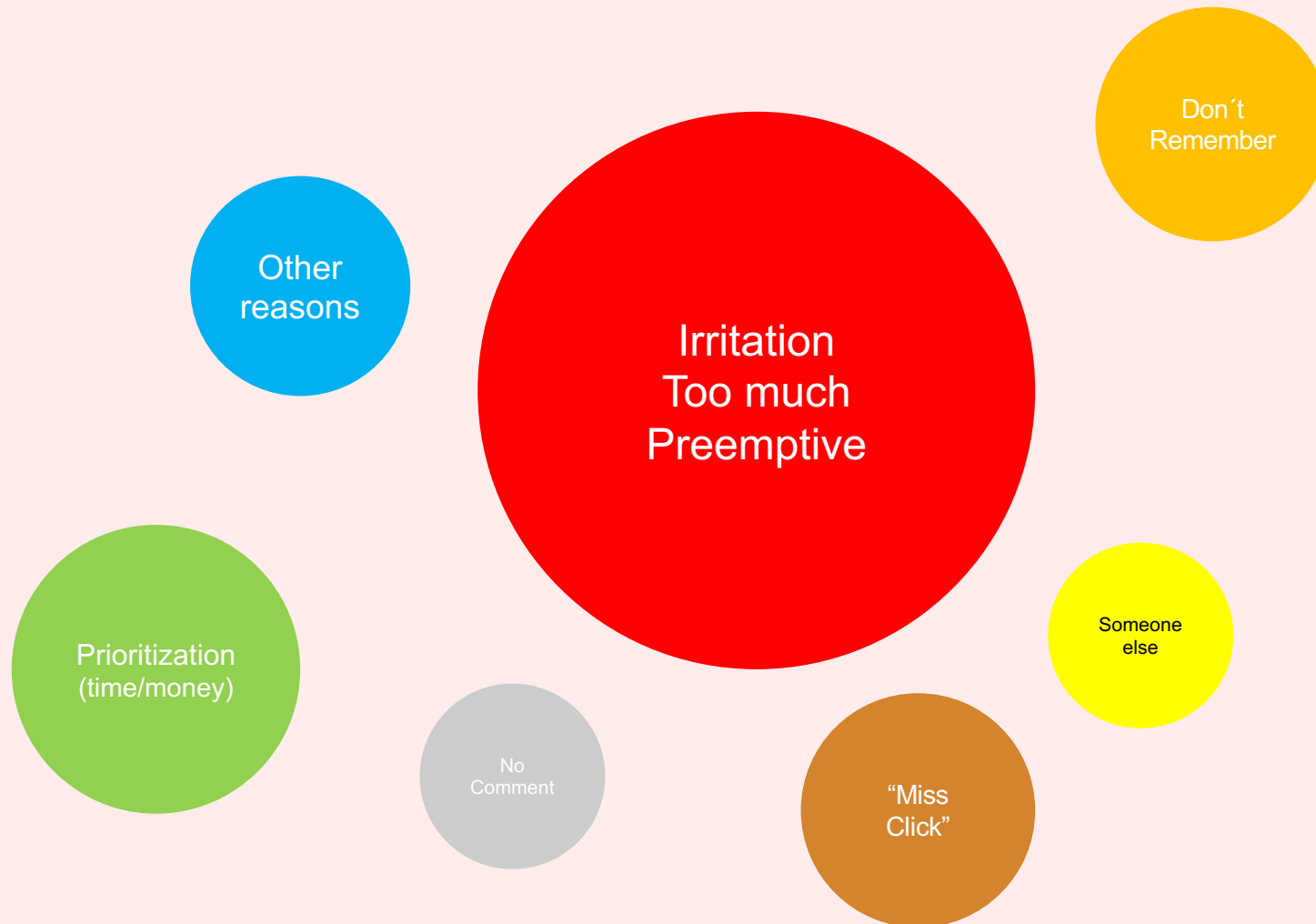
- Criteria (not limited to)
 - Losses
 - Assessment-test
 - Self-exclusion
- Motivational Interviewing
 - Open Questions
 - Reflections
 - Affirmation
 - Evocation

Self-exclusion

- 12 and 36 months – until further notice.
(24h, 3- and 6 months – released automatically.)
- “Total” and “Vertical”
- Have to contact Svenska Spel to be canceled.
- 24 h before contacted by Omsorg.
- A dialogue have to be held.
- Spelpaus.se



Reasons for self-exclusion



"I started remodeling my house."

"I took a break when I went abroad."

"Had a dare with friends."

"I wanted to teach my child about the consequences with gambling"

"I didn't mean to"

"My ex and a friend did it."

"My partner has an addiction"

"I wanted to take a break before it became too much."

"I got irritated when I kept on loosing."

"I lost control."

"I took a break preemptively due to Covid."

Reasons to play again



“Feel much better now.”

“I just want to have fun with my friends.”

“It’s fun to play, but sometimes you just need to take a step back for a while.”

“I got a job.”

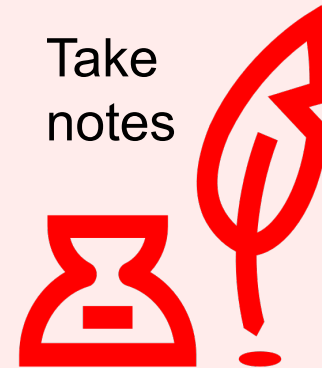
“I want to play sports, but Casino was what made me take a break.”

“I’ve had time to reflect and now want to play again on a more manageable level.”

“I was given Triss online”

“I’m back from my trip.”

What actions are taken?



Reflections from us:

- Well Received
- 24 h before contact
 - Rethinking
 - Indication
- Actions
- Taking Notes
 - Tracks previous conversations
 - Follow-ups
- Going Forward
 - Chatt?
 - Other means of communication?
 - Follow-up on all self-exclusions





Thank You!