



*Your Self-exclusion
Program Summary*

SELF-EXCLUSION

Conditions of the self-exclusion program

Confidentiality

Your self-exclusion initiative and all personal information you provide will be handled in accordance with the strictest rules of confidentiality

Self-exclusion sites and registration duration

By registering for the self-exclusion program, you agree to not frequent Loto Québec's gambling establishments (casinos and gaming halls) for the chosen period, as indicated on the form, i.e. from three months to five years.

Registration for the program results in the automatic closing of any customer accounts you may have on lotoquebec.com, and you will be prevented from opening a new account on the site.

Violation of obligations

Should you be found in one of the establishments indicated on your registration form, you will be offered help and escorted outside the establishment.

Cancellation of Casino Privilèges Program membership and removal from promotional material mailing lists

Registration for the self-exclusion program will result in the cancellation of your Casino Privilèges membership, or the rejection of your application, regardless of the length of your self-exclusion or the number of applicable locations. You will also be required to return your Casino Privilèges card, and your account balance, if any, will be reimbursed to you.

Your name will be removed from the promotional material mailing list for as long as you have self-excluded, plus 12 months thereafter.

If you wish to re-establish contact following that period, you will need to fill out a form at a gambling establishment and submit it to a customer service employee.

Registration renewal

If you wish to extend your self-exclusion from Loto-Québec's gambling establishments at the end of the chosen and defined period, you will need to renew your registration for the program. To do so, go to one of the following locations:

- Any of Loto-Québec's six gambling establishments (no appointment required)
- Loto-Québec's offices in Montréal, or Québec City (with or without appointment)
- Loto-Québec's partner help centres
(see the list at the end of this document - by appointment only)

If you wish to register at Loto-Québec's offices in Montréal or Québec City, go to the reception desk during normal business hours (8:30 a.m. to 4:30 p.m., Monday to Friday), and ask to register for the self-exclusion program. If you prefer to make an appointment, call 1-866-277-6660 during business hours.

Available support and resources

Within 72 hours following your registration, a *Gambling: Help and Referral* agent will call to provide you with information on available assistance in your region and any appropriate references. This telephone service is independent from Loto-Québec, and all employees are required to maintain strict confidentiality. The confidential services to help you along in this change process are, for the most part, free.

Don't forget that you may contact *Gambling: Help and Referral* at any time at 1 800-461-0140, even if you did not select that option when you registered for the self-exclusion program. The service is available 24 hours a day, 7 days a week, and provides you and your loved-ones with support, information and references.

Responsibility

Responsibility of the self-excluded customer

You are responsible for meeting your commitment to stay away from the Loto-Québec gambling establishments indicated on your self-exclusion form. You therefore agree to not use subterfuge, such as disguises, in an attempt to prevent our personnel from recognizing you.

Responsibility of the establishment

Our establishments support your decision to self-exclude, and **deploy considerable efforts to locate self-excluded customers as best they can.** However, while they are required to use the means at their disposal, success is in the hands of the self-excluded customer.

Information

For more information on the self-exclusion program or your registration, call 1-866-395-9878, ext. 131-4599.

For information on the assistance provided by *Gambling: Help and Referral*, call 1-800-461-0140.

Help centres where you may register for the self-exclusion program (by appointment only):

GAMING ESTABLISHMENTS	HELP CENTRES	CONTACT INFORMATION
Casino de Charlevoix	Ressource Genesis	418-665-3912
Casino du Lac Leamy	Québec: CISSS de l'Outaouais / Addiction rehabilitation centre	819-776-5584
	Ontario: Sandy Hill Community Health Centre	613-789-8941
Casino de Montréal	Maison Jean Lapointe	514-288-2611 1 800 567-9543
	CISSS de Lanaudière / Joliette addiction rehabilitation centre	450-755-6655 1-866-395-6655
	CISSS de Lanaudière / Terrebonne addiction rehabilitation centre	450-492-7444 1-800-966-9705
Casino de Mont-Tremblant	CISSS des Laurentides / Installation des Sommets	819-324-4000, ext. 4045 1-855-766-6387
Québec City gaming hall	Centre CASA	418-871-8380 1-877-871-8380
Trois-Rivières gaming hall	CIUSSS de la Mauricie-et-du-Centre- du-Québec	819-374-4744

