

Safer Gambling - Questions & Answers

Q: What safer gambling tools are available to help me manage my gambling?

A: We offer several free self-help tools designed to keep gambling fun, including My Profit and Loss tracking, Deposit Limits, Cool Off Periods, Self Exclusion, Reality Check, and access to gambling support resources.

My Profit and Loss

Q: What is the My Profit and Loss feature?

A: This tool allows you to choose a time frame and see how much money you've won or lost for that period. It's designed to help you track your gambling activity - you may be pleasantly surprised by how much you're up, but it also flags how much you're down.

Deposit Limits

Q: How do Deposit Limits work?

A: Our Deposit Limits are net, meaning they consider both deposits and withdrawals. If you want to increase your limit, it'll take 24 hours to take effect. Decreases happen immediately.

Q: Which brands can I apply Deposit Limits to?

A: You can apply Deposit Limits directly to:

- Sky Bet
- Sky Vegas
- Sky Casino
- Sky Bingo
- Sky Poker

Cool Off Periods

Q: What is a Cool Off Period?

A: A Cool Off Period allows you to take a break from our products, whether it's one day or 30 days. Once your Cool Off Period is over, you'll simply be able to re-access our site and app without needing to contact us.

Self Exclusion

Q: What is Self Exclusion and how long can it last?

A: If you want to stop gambling completely, you can block your account from all our products for six months up to five years, or permanently.

Q: What is GAMSTOP?

A: GAMSTOP is a free service that enables you to self-exclude from participating online gambling companies licensed in Great Britain. To find out more and sign up, visit www.gamstop.co.uk

Reality Check

Q: What is Reality Check and which brands offer it?

A: Reality Check is applicable to our Gaming brands only, including Sky Vegas, Sky Bingo and Sky Casino. It allows you to set a length of time you'd like to play for and get notified when that time is up.

Gambling Support

Q: How can I get help discussing these tools?

A: If you'd like to talk about any of the tools, click the 'Contact Us' button and select 'Live Chat'.

Q: Where can I get free, independent advice about gambling concerns?

- A: You can get free, independent and non-judgmental advice from several sources:
- GambleAware: gambleaware.org
 - GamCare: gamcare.org.uk
 - National Gambling Helpline: 0808 8020 133 (free)

Q: What online support and resources are available?

- A: Several online resources are available:

- Gambling Therapy: gamblingtherapy.org (online support groups, forums, and app)
- Gordon Moody Association: residential treatment for severe addiction
- Gamblers Anonymous: www.gamblersanonymous.org.uk or 0207 384 3040
- The Samaritans: www.samaritans.org, 08457 90 90 90 (UK), 1850 60 90 90 (ROI), or jo@samaritans.org

Q: What website blocking software is available?

- A: Two main blocking software options are available:

- BetBlocker: A free and anonymous service that blocks access to gambling sites across all your devices (www.betblocker.org)
- Gamban: Blocks access to thousands of gambling websites and apps on popular platforms (www.gamban.com). It's free for all UK residents through TalkBanStop.

Self Assessment

Q: How can I assess if my gambling habits are safe?

- A: You can carry out a self-assessment via GamCare. In an online assessment, you'll be asked a series of statements about your gambling behavior on a scale of 1-10. At the end, you'll receive a breakdown of how gambling is affecting your life, alongside personal recommendations for your next steps.

Q: Where can I find more gambling support resources?

A: For a comprehensive list of gambling support resources, see the full guide: "What can I do if I think I may be gambling too much?"