



GAMING CONTROL BOARD

To all casino permit holders
and casino-operators

Willemstad, August 1, 2012

Number: ML/U181/2012
Subject: Guideline Responsible Gaming

Dear Sirs,

During our Roundtable on July 19th, 2012, the Gaming Control Board has presented the draft of a Guideline on Responsible Gaming.

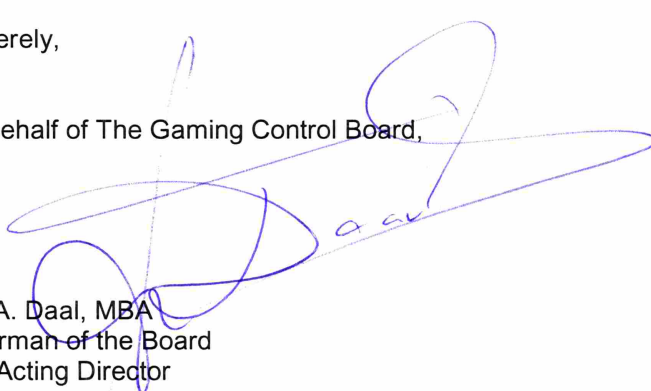
This Guideline implements article 7a of the Island Ordinance Casino Sector Curaçao (O.B. 1999, no. 97 as amended) as well as section 11.1 of the Memorandum of Understanding between the Government and the casino sector of Curaçao, and introduces a self-exclusion list for problem gamblers.

We herewith send you the final version of the Guideline on Responsible Gaming, which will enter into effect per August 15, 2012.

The Guideline requires the casino-operator to have certain procedures in place (see articles 4, 6 and 8). A copy of these procedures must be submitted to the Gaming Control Board for written approval within 90 days from the adoption of these guidelines.

Sincerely,

On behalf of The Gaming Control Board,



Drs A. Daal, MBA
Chairman of the Board
and Acting Director



GCB-Guideline Responsible Gaming, implementing article 7a of the Island Ordinance Casino Sector Curaçao (O.B. 1999, no. 97 as amended).

Article 1. Definitions

The following definitions shall apply in this guideline:

- a. "Self-exclusion" means voluntarily having oneself barred from any casino in Curaçao and from all gaming-related activities and privileges, including the issuance of gaming credit and check-cashing privileges; the receipt of direct-marketing and promotional materials regarding gaming opportunities, junket solicitations, player club memberships, complimentary goods and services and the like; and collection of any winnings or recovery of any losses during the exclusionary period.
- b. "Involuntary exclusion" means barred by the Gaming Control Board from any casino in Curaçao and from all gaming-related activities and privileges, including the issuance of gaming credit and check-cashing privileges; the receipt of direct-marketing and promotional materials regarding gaming opportunities, junket solicitations, player club memberships, complimentary goods and services and the like; and collection of any winnings or recovery of any losses during the exclusionary period.
- c. "Casino" for purposes of self-exclusion shall mean "casino" as defined in article 1, under d, of the Island Ordinance Casino Sector Curaçao (O.B. 1999, no. 97 as amended).
- d. "Self-excluded person" means any person whose name is included on the self-exclusion list maintained by the Gaming Control Board.
- e. "Involuntary excluded person" means any person whose name is included on the involuntary-exclusion list maintained by the Gaming Control Board.
- f. "Self-exclusion list" means the list of names of self-excluded persons.
- g. "Involuntary-exclusion list" means the list of names of involuntary excluded persons.

Article 2. Request for Self-Exclusion

1. Any person may request self-exclusion pursuant to these guidelines by appearing personally at the office of the Gaming Control Board or the office of the Fundashon pa Maneho di Adikshon where he or she shall:
 - I. Present valid identification documents containing:
 - a. His or her signature; and
 - b. Either a photograph or a general physical description;
 - II. Be photographed by the Gaming Control Board or the Fundashon pa Maneho di Adikshon; and
 - III. Submit a completed Request for Self-Exclusion form; and
 - IV. Turn over to the Gaming Control Board or the Fundashon pa Maneho di Adikshon all player club cards and similar items issued by any casinos to the person for purposes of gambling.



2. The Request for Self-Exclusion shall be on a form prescribed by the Gaming Control Board, and shall be available at all licensed casinos and at the office of the Gaming Control Board and the office of the Fundashon pa Maneho di Adikshon.
3. The Request for Self-Exclusion form shall include:
 - I. Name, including any aliases or nicknames;
 - II. Date of birth;
 - III. Address of current residence;
 - IV. Telephone number of current residence or cell phone number;
 - V. Type and number of identification document(s);
 - VI. A physical description of the person, including height, weight, gender, hair color, eye color and any other physical characteristic that may assist in the identification of the person;
 - VII. The length of the self-exclusion period requested by the person, which may be for any length of time up to lifetime, but in no event for less than five years;
 - VIII. A waiver and release that shall be in the following form or the equivalent translation in Dutch or Papiamentu: *"I hereby release and hold the Curacao Gaming Control Board and its employees, and all casinos and their affiliated companies, employees, officers and agents harmless from any claim by me or any third party for any harm, monetary or otherwise, which may arise out of or by reason of any act or omission relating to the request for self-exclusion or maintenance or enforcement of the self-exclusion list, including, but not limited to, the forfeiture of any money or thing of value obtained by me from, or owed to me by, a casino as a result of wagers made by me while on the self-exclusion list."*
 - IX. The signature of the person submitting the Request for Self- Exclusion indicating acknowledgment of the following statement or the equivalent translation in Dutch or Papiamentu: *"Because I am a problem gambler, I am voluntarily requesting exclusion from all Curacao casinos, and from the issuance of gaming credit, check-cashing privileges, receipt of direct-marketing and promotional materials regarding gaming opportunities, and collection of any winnings or recovery of any losses during the exclusionary period. I understand that no further points, rewards or benefits may be accumulated or redeemed from the player recognition programs I have participated in. I understand that this self-exclusion request does not release me from any debts incurred prior to or during the self-exclusion period. I understand that during the self-exclusion period, any money or thing of value obtained by me from, or owed to me by, a casino as a result of wagers made by me while on the self-exclusion list shall be subject to forfeiture to the Gaming Control Board. I acknowledge that for my request of self-exclusion to be truly effective, I must exercise self-restraint and shall not attempt to enter the premises of any casino or ask any casino employee to assist me with any of the services or privileges, which are the subject of this request. I acknowledge that I am hereby banned and forbidden from entering the premises of any casino and*



that if I am found anywhere on the premises of a Curacao casino, I will immediately be ejected and my continued non-cooperation or attempt to breach my self-exclusion may result in placement by the Gaming Control Board on the involuntary exclusion list. I certify that the information that I have provided herein is true and accurate, and that I have read, understand and agree to the waiver and release above.”

- X. An indication of the type of identification credentials examined containing the signature of the person requesting self-exclusion, and whether said credentials included a photograph or just a general physical description of the person; and
- XI. The signature of the employee of the Gaming Control Board or the Fundashon pa Maneho di Adikshon, authorized to accept such request, indicating that the signature of the person on the Request for Self-Exclusion appears to agree with that contained on his or her identification documents, and that the photograph or physical description of the person contained on his identification documents appears to agree with his or her actual appearance.
- XII. The request for self-exclusion may be made by the individual for whom exclusion would apply, and not by any other person unless the request for self-exclusion is made by a relative in the first degree of the individual for whom exclusion would apply with a written consent of the individual for whom exclusion would apply, in the presence of a designated employee at the Gaming Control Board or the Fundashon pa Maneho di Adikshon.

Article 3. Placement on Involuntary Exclusion List

- 1. Any self-excluded person violating the terms of his or her self-exclusion agreement during the self-excluded period may be subject to placement by the Gaming Control Board on the involuntary exclusion list for a period not extending five (5) years.
- 2. The Gaming Control Board shall notify the individual in writing of the Board's intent to include such individual on the involuntary exclusion list and invite the individual for a hearing to be held within 14 days after the notification date. The unexcused failure of the individual to appear at the hearing session may constitute a default and placing of the individual on the involuntary exclusion list without further notice to the individual.

Article 4. Self-Exclusion List

- 1. The Gaming Control Board shall maintain the official “self-exclusion list” and shall notify each casino of any addition to or deletion from the list by electronic mail, to be followed up with notification via postal mail or messenger.
- 2. The notice provided by the Gaming Control Board to all casinos concerning any person whose name shall be either added to or deleted from the self-exclusion list will include the following information:



- a. All of the identifying information required by article 2.3 which was given on the Request for Self-Exclusion;
 - b. A copy of the photograph taken by the Gaming Control Board pursuant to article 2; and
 - c. The date that the person's name is added to or deleted from the self-exclusion list.
3. Each casino operator shall maintain the casino's copy of the self-exclusion list and shall establish procedures to ensure that the copy of the self-exclusion list is updated and that all appropriate employees and agents of the casino are notified of any addition to or deletion from the list within ten (10) days after the day the notice is received by the casino.
 4. Information furnished to or obtained by the Gaming Control Board or the Fundashon pa Maneho di Adikshon pursuant to these guidelines shall be deemed confidential and shall not be disclosed except in accordance with these guidelines.
 5. No casino, its affiliates, officers or employee thereof shall disclose the self-exclusion list or portion thereof except as necessary to comply with the provisions of these guidelines. Notwithstanding the foregoing, such information may be disclosed to casino employees, officers, agents and affiliated companies, to law enforcement, and in response to a subpoena request or court order in criminal proceedings.

Article 5. Involuntary exclusion list

1. The Gaming Control Board shall maintain the official "involuntary exclusion list" and shall notify each casino of any addition to or deletion from the list by electronic mail, to be followed up with notification via postal mail or messenger.
2. The notice provided by the Gaming Control Board to all casinos concerning any person whose name shall be either added to or deleted from the "involuntary exclusion list" will include the following information:
 - a. All of the identifying information required by article 2.3 which was given on the Request for Self-Exclusion;
 - b. A copy of the photograph taken by the Gaming Control Board pursuant to article 2;
 - c. All known aliases; and
 - d. The date the individual's name is either added to or deleted from the involuntary exclusion list.
3. Each casino proprietor shall maintain the casino's own copy of the "involuntary exclusion list" and shall establish procedures to ensure that the copy of the "involuntary exclusion list" is updated and that all appropriate employees and agents of the casino are notified of any addition to or deletion from the list within ten (10) days after the day the notice is received by the casino.
4. Information furnished to or obtained by the Gaming Control Board pursuant to these guidelines shall be deemed confidential and shall not be disclosed except in accordance with these guidelines.
5. No casino, its affiliates, officers or employee thereof shall disclose the "involuntary exclusion list" or portion thereof except as necessary to comply with the provisions of these guidelines. Notwithstanding the foregoing, such information may be disclosed to casino employees,



officers, agents and affiliated companies, to law enforcement, and in response to a subpoena request or court order in criminal proceedings.

6. This guideline does not preclude a casino operator or -licensee from ejecting any individual from its casino facility for any lawful reason.

Article 6. Duties of the Casino Operator

1. Each casino operator shall have and make available to all patrons the Request for Self-Exclusion Form developed and provided by the Gaming Control Board.
2. Each casino operator shall designate a person or persons to be the contact person with the Gaming Control Board for purposes of self-exclusion or involuntary exclusion procedures, including receipt and maintenance of the self-exclusion and involuntary exclusion list, submission of the casino's procedures, and all other communications between the Gaming Control Board and the casino for self-exclusion and involuntary exclusion purposes.
3. Each casino operator shall establish procedures and systems which:
 - I. Require employees of the casino, upon identification of a self-excluded or an involuntary excluded person present in the casino, to notify:
 - a. Those employees of the casino designated to monitor the presence of self-excluded or an involuntary excluded persons; and
 - b. Gaming Control Board Inspectors orally if present in the casino or via email and postal mail;
 - II. Utilize the player tracking systems and other electronic means if applicable, including checking all taxable patron winnings against the self-exclusion list and the involuntary exclusion list, to assist in determining whether self-excluded or involuntary excluded persons are participating in any gaming activities;
 - III. Deny casino credit, check cashing privileges, player club membership, complimentary goods and services, junket participation and other similar privileges and benefits to any self-excluded or an involuntary excluded person;
 - IV. Ensure that self-excluded or involuntary excluded persons do not receive, either from the casino or any agent thereof, targeted mailings, telemarketing promotions, player club materials or other promotional materials relative to gaming activities at its licensed casino.
4. Each casino operator shall post or provide at each entrance and exit to the gaming premises, and in conspicuous places in or near gaming or cage areas and cash dispensing machines located on the gaming premises, written materials that have been approved by the Gaming Control Board, concerning the nature and symptoms of problem gambling, the procedure for self-exclusion, including how to obtain the Request for Self-Exclusion form, the telephone number of the Fundashon pa Maneho di Adikshon and the criteria for involuntary exclusion.
5. Upon discovery of a self-excluded or an involuntary excluded person in the casino, the casino operator shall immediately eject such person from the casino and notify the Gaming Control Board of the breach. Both the security and surveillance departments shall immediately determine, to the extent possible:



- I. how the person was able to gain access to the premises without being detected and, where possible, how the casino plans to prevent such breaches in the future;
 - II. the net winnings or losses attributable to the excluded person, in which case the casino shall retain any such winnings and, after withholding appropriate taxes, donate said winnings to the Gaming Control Board. A report of the foregoing shall be prepared and forwarded to the Gaming Control Board within five days after the breach is discovered.
6. Each casino operator shall submit to the Gaming Control Board for written approval a copy of the procedures established pursuant to these guidelines within 90 days from the adoption of these guidelines. Any amendment to the casino's procedures shall be submitted for approval to the Gaming Control Board at least fourteen (14) days prior to their implementation.
7. Donation received by the Gaming Control Board pursuant to article 6.5.II will solely be used for financing of anti-problem gambling activities of the Fundashon pa Maneho di Adikshon.

Article 7. Removal from self-exclusion list or involuntary exclusion list

1. Removal from the self-exclusion list or the involuntary exclusion list shall be automatic upon expiration of the period of self-exclusion specified under article 2.3.VII respectively expiration of the period specified on the involuntary exclusion list.
2. Upon the expiration of the self-exclusion period or the involuntary exclusion period, the Gaming Control Board shall delete the name of the person from the self-exclusion list or the involuntary exclusion list and notify each casino of such deletion from the list.

Article 8. Training of Casino Employees

Each casino operator shall implement procedures for training for all new employees, and bi-annual re-training for all employees who directly interact with gaming patrons in gaming areas. That training shall, at a minimum, consist of information concerning the nature of problem gambling, the procedures for requesting self-exclusion or imposing an involuntary exclusion, and assisting patrons in obtaining information about problem gambling programs. This article shall not be construed to impose a duty upon employees of casinos to identify problem gamblers nor to impose any liability for failure to do so. Training programs conducted or certified by the Fundashon pa Maneho di Adikshon are presumed to provide adequate training under this article.

Article 9. Advertising and Marketing

Each casino operator, advertising and marketing in Curaçao where most of the audience of the advertising and marketing media is reasonably expected to be residents of Curaçao, will ensure that such advertising and marketing contain a responsible gaming message that has been approved by the Gaming Control Board.



GAMING CONTROL BOARD

Article 10. Non-compliance

Non compliance with these guidelines may be subject to disciplinary action by the Gaming Control Board.

This guideline shall enter into effect on August 15, 2012.

On behalf of The Gaming Control Board,

A. Daal
Chairman of the Board

