

## **PlayNow.com Voluntary Self-Exclusion Program**

The following is a copy of the information that is presented at the time of enrollment in the PlayNow.com Voluntary Self-Exclusion Program. This PDF document is presented for reference only and cannot be used to enroll in the program. If there is any discrepancy between this reference document and the digital copy presented at the time of enrollment, the digital copy shall prevail.

### **Step 1 - Time Period**

This is Step 1 of the PlayNow.com Voluntary Self-Exclusion Program. By entering into the PlayNow.com Voluntary Self-Exclusion Program you choose to exclude yourself from gambling on Manitoba Liquor & Lotteries' PlayNow.com site.

Manitoba Liquor & Lotteries offers the PlayNow.com Voluntary Self-Exclusion Program and a Voluntary Self-Exclusion Program for premises owned or managed by Manitoba Liquor & Lotteries where Manitoba Liquor & Lotteries conducts and manages lottery schemes.

These programs are designed for people who feel it is in their best interest not to participate in gambling.

To self-exclude from premises owned or managed by Manitoba Liquor & Lotteries where Manitoba Liquor & Lotteries conducts and manages lottery schemes, please speak with the security staff or a senior manager at those premises. You are required to bring government-issued identification that includes your signature and a photograph. You are also able to sign up for the Manitoba Liquor & Lotteries' Voluntary Self-Exclusion Program at the Corporate Security office. Please contact Corporate Security at 204-957-2500 ext. 8468 to set up an appointment.

NOTE: Once you have enrolled in any Manitoba Liquor & Lotteries' Voluntary Self-Exclusion program, you will not be able to revoke your enrolment. If you enrolled in the Manitoba Liquor & Lotteries' Voluntary Self-Exclusion Program at premises owned or managed by Manitoba Liquor & Lotteries where Manitoba Liquor & Lotteries conducts and manages lottery schemes, you are no longer eligible for a PlayNow.com account while enrolled in the VSE Program.

## PlayNow.com Voluntary Self-Exclusion Program

Please read this agreement carefully. If you have questions regarding the PlayNow.com Voluntary Self-Exclusion Program, call Customer Support at 1-877-706-6789.

I acknowledge that I cannot modify, revoke, withdraw or rescind this exclusion prior to its expiry.

I understand that my exclusion will expire after the time period I have selected.

I understand that I will need to complete the Manitoba Liquor & Lotteries' Voluntary Self-Exclusion Program re-entry requirements, prior to re-activating my PlayNow.com account.

I acknowledge that the PlayNow.com Voluntary Self-Exclusion Program is a voluntary program offered by Manitoba Liquor & Lotteries. Manitoba Liquor & Lotteries' and its officers, directors, agents and employees are not responsible in the event that I should fail to comply with the PlayNow.com Voluntary Self-Exclusion Program.

I hereby release and discharge Manitoba Liquor & Lotteries and its officers, directors, agents and employees from any liability or claims including claims for financial loss related to the PlayNow.com Voluntary Self-Exclusion Program (including my failure to comply with the PlayNow.com Voluntary Self-Exclusion Program).

### Exclusionary Time Period

Please select the time period for which you choose to self-exclude from logging into your PlayNow.com account and playing PlayNow.com games for a minimum period of:

Six (6) months

One (1) year

Two (2) years

Three (3) years

By selecting an exclusionary time period and by clicking the CONTINUE button, you acknowledge that you:

- have read and understood the PlayNow.com Voluntary Self-Exclusion terms found above;
- agree to these terms; and
- will Self-Exclude for the time period selected

## Step 2 - Personal Info and Privacy Policy

Step 2 of the PlayNow.com Voluntary Self-Exclusion Program tells you how personal information will be used by Manitoba Liquor & Lotteries and its service providers.

Manitoba Liquor & Lotteries is authorized to collect your personal information by section 36(1)(b) of The Freedom of Information and Protection of Privacy Act (FIPPA), as we need this information to administer, enforce and evaluate the Voluntary Self-Exclusion Program (which includes Manitoba Liquor and Lotteries possibly contacting you about the program). We have limited the personal information we are collecting to the minimum amount necessary for these purposes.

Your personal information is protected by FIPPA. We cannot use or disclose it for any other purpose, unless you consent or we are authorized or required to do so by FIPPA.

If you have any questions, concerns or complaints about the collection or use of your personal information, please contact Manitoba Liquor & Lotteries Privacy Coordinator, 830 Empress Street, Winnipeg, MB R3G 3H3, phone 204-957-2500 ext. 2552, email: [privacy.compliance@mbll.ca](mailto:privacy.compliance@mbll.ca).

By clicking CONTINUE below, I acknowledge that I have read and understood Manitoba Liquor & Lotteries Privacy Policy.

### Consent

I understand that Manitoba Liquor and Lotteries may need to obtain personal information about me, such as my name and address, for the following purposes:

- administering, enforcing and evaluating the Voluntary Self-Exclusion Program;
- facilitating my participation in the Voluntary Self-Exclusion Program; and
- verifying my completion of Voluntary Self-Exclusion Program requirements.

By clicking CONTINUE below, I consent to the disclosure of my personal information by third party service partners, including the Addictions Foundation of Manitoba, to Manitoba Liquor & Lotteries for these purposes. I also consent to Manitoba Liquor and Lotteries collecting my personal information from these third party service partners, and to Manitoba Liquor and Lotteries providing such personal information to the third party service partners as may be necessary to obtain the information Manitoba Liquor and Lotteries requires from them.

**Step 3 - Cash Balance and Withdrawal  
(May appear differently based upon cash balance and status of bank account on record at time of VSE enrollment)**

Step 3 of the PlayNow.com Voluntary Self-Exclusion Program confirms your cash balance and bank account information.

Cash Balance

The cash balance in your account is: \$XXX.XX

We do not have a bank account on record for you. A PlayNow representative will be contacting you at the telephone number you have provided in your PlayNow.com player profile to arrange for payment of your funds. You will be receiving a call shortly after you complete the self-exclusion process.

Any Tokens that have been credited to your PlayNow.com account cannot be redeemed for cash.

## Step 4 - Confirm

This is Step 4 of the PlayNow.com Voluntary Self-Exclusion Program. Please carefully review the information below prior to completing the final step in the PlayNow.com Voluntary Self-Exclusion Program.

### Exclusionary Time Period

You have chosen to exclude yourself from logging into your PlayNow.com account and playing PlayNow.com games for XXX (X) year.

### Cash Balance and Bank Account Info

The cash balance in your account is: \$XXX.XX

We will be contacting you after you complete the self-exclusion process to arrange for payment of your funds. A PlayNow.com representative will contact you at the telephone number you have provided in your PlayNow.com player profile.

Any tokens that have been credited to your PlayNow.com account from Manitoba Liquor & Lotteries as part of a PlayNow.com promotion can not be redeemed for cash.

### PLEASE NOTE:

Once you click CONFIRM, you cannot modify, revoke, withdraw or rescind your voluntary self-exclusion from PlayNow.com prior to its expiry.

If the above information is complete and correct, click CONFIRM to verify your agreement and to complete the PlayNow.com Voluntary Self-Exclusion Program process.

PlayNow.com agrees to endeavour to stop sending you present and future direct marketing materials. By clicking CONFIRM you acknowledge that mailings from PlayNow.com may continue as a result of direct marketing already in progress at the time you click CONFIRM to verify this Agreement and complete the PlayNow.com Voluntary Self-Exclusion Program Process.

**(End)**