

Introduction

In order to keep our customers safe when gambling with BetSquad, we have created this document to inform customers of the perils associated with compulsive gambling and serve as a means of prevention to future cases of problem gambling.

Please read through this information in order to enjoy gaming with us, whilst staying responsible.

What is problem gambling?

Like smoking or drinking alcohol, gambling can turn into an addiction.

Unfortunately, it can be difficult to identify a problem gambler as one of the most common symptoms is deception; they will hide their problem. As a result, detection can come late and dire consequences could already be in progress.

It can become a cycle, where the gambler seeks relief via gambling, thus spiralling into deeper financial and emotional problems.

Compulsive gambling is a disease that does not discriminate. Anyone is susceptible regardless of gender, age, race or financial status. Fortunately, it is a disease that can be treated.

The warning signs:

- Sacrificing time from work or family in order to gamble
- Inability to stop betting
- Borrowing money to gamble
- Use of gambling as an emotional escape
- Self-neglect or neglect of family due to gambling
- Lying about time or money lost to betting
- Gambling more in order to recoup previous losses (chasing bets)
- Obtaining money for gambling by selling/pawning personal property
- Suicidal thoughts

Help is just a phone call away:

Information and treatment for problem gamblers is readily available.

The Problem Gambler's Hotline is a confidential service open 24 hours a day, 7 days a week, staffed by trained professionals.

Dial 1-800-GAMBLER or, log on to 800gambler.org for more information

Protection of minors

BetSquad ensures we will ask for proof of age during the registration process in order to exclude minors (persons under the age of 21) from gaming. We take this responsibility extremely seriously.

If you know someone under the age of 21 who is registered with us, please contact us immediately at XXXX.

RESTRICTIONS REGARDING INTERNET GAMING

Underage gambling is a criminal offense and any person under the age of 21 who engages in online wagering and any person who facilitates or enables someone under the age of 21 to gamble has committed a criminal offense and is subject to criminal prosecution and shall be prohibited from Internet gaming.

My Account

BetSquad ensures strict security industry standards are met with [XXX](#)

You MUST keep your password and email on sign up a secret and should not be shared with anyone. As an approved player, you are prohibited from allowing others to access your account. You are solely responsible for the security of your email address, password and all activities on your account.

If you suspect someone has gained unauthorised access to your account, notify us by [email at XXX](#).

You can help us to further increase the safety of your account:

- Configure auto-lock features only your devices to protect them from unauthorised use.
- Keep your access details safe (user ID, password and your question and answer combination).
- Don't share your gaming account credentials, your credit card or bank account details.
- Don't leave the computer unattended when logged in.
- Do not use the 'Save password' option on log-in screens.
- Create separate profiles for everyone who uses your devices, so that nobody else can access your information.
- Change your password regularly.

If you have forgotten your password, you can reset it by clicking 'Forgotten Password?' from the Log In screen and following instructions.

Terms of Service

You can view the current version of our General Terms of Service, to which you have [agreed here](#).

Complaints Process

Our friendly staff are available to try and resolve any issues you may have. To get in touch, please email us at [XXX](#).

We will review your complaint and respond to the email address that we have on file to let you know our final response.

If you are not satisfied with our final response, you can contact the Complaints Manager or the Managing Director's Office of the Division of Gaming Enforcement at lgaming@njdge.org or click [here](#) to submit a dispute online.

What is pathological gambling?

Pathological gambling has been listed as a recognized psychological disorder in the international classification systems DSM-IV and ICD-10 since 1980. It is defined as persistent, recurring and often increasing gambling despite negative personal and social consequences such as debt, breakdown of social relations and impairment of professional development.

When should behavior be considered problematic?

Only trained specialist can diagnose clinical disorders. This page offers information which will allow you to quickly assess and consider behaviours. If you can identify with four or more of the following, we recommend that you speak to a professional:

- Are you highly involved in gaming?
- Do your thoughts constantly turn to gaming?
- Are you are constantly increasing your stakes?
- Even beyond your financial means?
- Have you unsuccessfully attempted to quit or cut down your gaming?
- Do you become irritated and frustrated after attempting to reduce the extent of your gaming?
- Does gaming serve as a means of getting away from problems or unpleasant feelings?
- Have you ever tried to win back losses by taking risks you usually would not take?
- Have ever you lied about the extent or success of your gaming?
- Has your gaming ever led to a negative impact on your relationships or your job?
- Have you ever been forced to rely on others to finance your gaming?

Are you at risk?

Try this [self-assessment](#) to find out whether you are at risk of developing gaming-related problems.

Personal limits

BetSquad provides several limit options to enjoy their gaming experiences responsibly:

Deposit Limit – Set the maximum deposit limit for a selected time frame: Daily, Weekly, or Monthly.

Spend Limit – Set the maximum spend limit for a selected time frame: Daily, Weekly, or Monthly.

Daily Time Limit – Set the maximum time that a player may spend on Internet gaming system.

Cool Off Time Limit -Select if the player wishes to take a break from his or her account for 3 to 30 days.

Self-exclusion

BetSquad can temporarily suspend accounts of self-exclude from further gaming if there are signs of gaming-related problems. You can temporarily suspend your account yourself for any period from 3 to 30 days.

Prevention

By observing the following rules, you will be able to enjoy your gaming without misgivings:

- Gaming is just for fun, not a way of earning money.
- Gaming should be fun, not a way of making money.
- Only play when you are relaxed.
- Take breaks.
- Keep track of gambling habits.
- Decide weekly or monthly gaming stakes in advance.
- Only gamble what you can afford to lose.
- Set deposit limits.
- Never play under the influence of alcohol or medication.
- Never play if you are feeling depressed.

Contact

For professional assistance, please contact the below:

Council on Compulsive Gambling of New Jersey

1-800-GAMBLER www.800gambler.org

National Council on Problem Gambling

1-800-522-4700 www.ncpgambling.org