PHILIPPINE AMUSEMENT AND GAMING CORPORATION

RESPONSIBLE GAMING

Code of Practice

Version 3.0
November 2014

Gaming Licensing and Development Department
Table of Contents

Foreword.................................................................................................................. 4
I. Definition of Terms................................................................................................. 5
II. Probity Measure.................................................................................................... 7
III. Limited Access................................................................................................. 8
IV. Financial Transactions
    1. Anti-Money Laundering Act............................................................................ 10
    2. Credit............................................................................................................. 10
    3. Banking Access............................................................................................. 10
V. Fair Gaming Experience....................................................................................... 11
VI. Awareness Program............................................................................................ 12
VII. Advertisements
    A. General Rule.................................................................................................... 14
    B. Mass Media Coverage.................................................................................... 14
    C. Content........................................................................................................... 14
    D. Location of Billboards.................................................................................... 15
VIII. Facilities
    1. Child Care...................................................................................................... 16
    2. Entertainment Venues.................................................................................... 16
IX. Training of Management and Staff...................................................................... 17
X. Support Facilities
    1. Helpline.......................................................................................................... 18
    2. Feedback System............................................................................................ 19
XI. Exclusion Program
    1. Player Exclusion Types
        1.a Self Exclusion.......................................................................................... 20
        1.b Family Exclusion....................................................................................... 21
        1.c Licensee-emanating Exclusion................................................................. 23
    2. Submission of Application............................................................................... 24
    3. Breach of Exclusion Order.............................................................................. 25
XII. Help Centers in the Philippines.......................................................................... 26
Annexes

RG Form 1 – Player Verification Form
RG Form 2 – Self Exclusion Application Form
RG Form 3 – Family Exclusion Application Form
RG Form 4 – Licensee-emanating Exclusion Order
RG Form 5 – NDRP On-line User Access Control Form
Annex A – GLDD Circular #1
Annex B – Player Verification Process Flowchart
Annex C – Annual Personal Disclosure Statement (PDS)
Foreword

“Gaming” or “Gambling” is commonly used to refer to activities which involve wagering, odds and prize. While it is considered an enjoyable form of entertainment, gaming can have negative impact to the player and his family and community when done in excess.

PAGCOR, the Philippine government arm that regulates authorized gaming establishments around the country, expects gaming services provided by its Licensees to be delivered in a responsible manner. This Code of Practice sets out rules and guidelines on Responsible Gaming (RG) that will be adopted by all PAGCOR-operated and licensed entities in authorized gaming establishments, in order to minimize potential harm to the individual players and the community, to prevent gambling addiction and to prohibit underage gambling.

Though the principles are intended to apply to all gaming operators, the method of implementing this Code will vary according to the form of gaming. The Rules defined herein are based on present best global practices. They must be complied with as minimum standards. Manuals for different forms of gaming shall have specific implementing guidelines. As best global practice is constantly evolving and changing in the light of updates in research, technology and business practices, this Code of Practice and the different Manuals will be subject to regular review and evaluation.
I. DEFINITION OF TERMS

**Gaming** - means playing all games of chance commonly played in casinos and any variations thereof including but not limited to the games of chance referred to in the Provisional License or Authority to Operate, whichever is applicable.

**Licensee** - the entity to which a Provisional License or Authority to Operate was issued by PAGCOR as the case may be.

**Licensed gaming establishment** – the establishment of a Licensee, which includes all land, together with all buildings and improvements located thereon.

**National Database of Restricted Persons (NDRP)** - a list of names with their personal information compiled and updated by PAGCOR who are prohibited from entering and from playing in specific PAGCOR-authorized gaming premises in the Philippines.

**Operator** - a legal entity contracted by the Licensee to manage and conduct gaming activities in specific properties
- may be PAGCOR or the Licensee itself.

**Problem Gambler** - an individual affected by gambling to the point of no longer having normal control or rational judgment, leading to problems in other areas of the gambler’s life.

**Gaming Employment License (GEL)** - an authorization issued by PAGCOR granting a person the privilege to be employed as a gaming employee within the Philippine jurisdiction.

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Problem Gambling - ludomania
- an urge to continuously gamble despite harmful negative consequences or a desire to stop. It is often defined by whether harm is experienced by the gambler or others, rather than by the gambler's behaviour.²

- a gambling behaviour which causes disruptions in any major area of life: psychological, physical, social or vocational. The term "Problem Gambling" includes, but is not limited to, the condition known as "Pathological", or "Compulsive" Gambling, a progressive addiction characterized by increasing preoccupation with gambling, a need to bet more money more frequently, restlessness or irritability when attempting to stop, "chasing" losses, and loss of control manifested by continuation of the gambling behaviour in spite of mounting, serious, negative consequences.³

² en.wikipedia.org/wiki/Problem_gambler
³ http://www.ncpgambling.org
II. PROBITY MEASURES

PAGCOR sets probity standards and measures to establish integrity, financial soundness, business ability and the suitability to serve in a licensee’s Board of Directors.

A notarized Personal Disclosure Statement (PDS) form (Annex C) must be accomplished on a yearly basis by the nominees of the Board of Directors of licensees, sole proprietors and partners. Filipinos and resident foreigners must attach copies of their Income Tax Returns or ITRs (duly stamped by BIR) for the previous year. Non-resident foreign Board members must present copies of valid passports in lieu of the ITR.

Submission of PDS must be on or before May 15 of every calendar year.
III. LIMITED ACCESS

1. In pursuance to the PAGCOR Charter and Malacañang Memorandum Circular No. 8:
   a) a government official connected directly with the operation of the Government or any of its agencies;
   b) a member of the Armed Forces of the Philippines, including the Army, Navy, Air Force or the Philippine National Police; and
   c) a person under 21 years of age or student of any school, college or university in the Philippines.

   From these are excepted the personnel employed by the casinos, special guests, or those who at the discretion of PAGCOR may be allowed to stay in the premises.

2. Registration of Gaming Members

   The Licensees are given sufficient leeway to formulate their own internal rules and policies relating to membership in their respective gaming establishments including, but not limited to registration of gaming members.

3. Employees of Licensees

   In order to maintain the integrity of the conduct of gaming, eliminate the possibility of problematic compulsive gambling among employees, avoid the possibility of heavily indebted employees due to gaming activities to engage in potential acts of dishonesty, theft, fraud and/or collusion of employees with players and/or other...
employees and prevent appearance of impropriety, all employees holding Gaming Employment License (GEL) are prohibited from playing in any gaming establishment in the Philippines.

PAGCOR may impose, after compliance by licensees with due process requirements, the following penalties upon any employee found to be in violation of the aforesaid provision:

First offense: Suspension of GEL for two (2) weeks
Second offense: Suspension of GEL for one (1) month
Third offense: Revocation of GEL
IV. FINANCIAL TRANSACTIONS

1. Anti-Money Laundering

   - The legislative bodies of the government are taking measures to amend Republic Act No. 9160 or the Anti-Money Laundering Act of 2001 to include casinos as covered persons.

2. Credit

   - No credit will be extended by the gaming operators to players without premium accounts and to non-VIP customers.

3. Commercial Banking Access

   - All banking units located inside the gaming area should follow the prescribed transactions of Banko Sentral ng Pilipinas (BSP).

   - Manned commercial banking facilities located inside the gaming area should be limited to foreign exchange transactions only. With regard to Automated Teller Machines, prudence should be exercised in determining their location.
V. FAIR GAMING EXPERIENCE

1. Game rules must be defined and game manuals must be approved by PAGCOR.

2. Gaming machines must be certified by international testing laboratories to ensure fairness.
VI. AWARENESS PROGRAM

1. The Licensee must have efforts in creating awareness among its patrons about problem gambling. The following information should be provided:

   (i) Definition of problem gambling
   (ii) Signs of problem gambling
   (iii) Age restrictions imposed by Philippine laws and regulations
   (iv) Negative impact of excessive gambling on the individual, family and society
   (v) Exclusion procedures and forms
   (vi) Helpline (mobile or landline) and email address and/or website
   (vii) Contact numbers of therapists, counselors and/or rehabilitation centers

2. Slogan
   - A standard slogan must be visible in Responsible Gaming materials placed in gaming venues.

3. Communication Media
   - Proposed layout must be presented to PAGCOR GLDD prior to publication.

   (a) Signages as appropriate must be clearly visible and displayed in conspicuous locations such as:
       (i) Access points
       (ii) Toilets
(b) Official website
   - a page must show the licensee’s RG program

(c) Betting and marketing materials, membership booklets, information leaflets and similar communication with RG information are made available given to patrons.

4. Standard RG Information

(a) Persons younger than 21 years old are not allowed to play.

(b) PAGCOR RG link [www.pagcor.ph/regulatory/responsible](http://www.pagcor.ph/regulatory/responsible) and RG email address [keepitfun@pagcor.ph](mailto:keepitfun@pagcor.ph)
VII. ADVERTISEMENTS

A. General Rule

Advertising materials placed in any media published in the Philippines must be socially responsible. Said materials must not portray, encourage or condone gambling behavior that is socially irresponsible or could lead to financial harm, directed at children or feature people who are or who appear to be under 21 years old or suggest that gambling can be a solution to financial problems.

B. Mass Media Coverage

1. Print
2. Television and cable
3. Radio
4. Internet
   a. Website
   b. Blogs
   c. Social media sites
   d. Electronic mail
5. Telephone marketing (SMS, MMS, calls)
6. Promotional posters, tarpaulin streamers, fliers and LED signage
7. Billboards
8. Mobile ads, vehicle wrap

C. Content

1. Mandatory Elements
   a. Prohibition of under 21 years old logo

   b. RG slogan – “Keep it Fun”
2. Messages should not:

   a. be directed to persons below 21 years old
      - must neither catch the attention nor give interest to the
        viewing minors
   b. imply that a player’s skill can influence the outcome of a
      gambling activity
      - discourage the thought that skill and talent can change the
        result of the game or can assure a win
   c. give an impression that gambling is an accepted way to
      make money
      - promote that gambling is more on entertainment, fun and
        leisure and not a money-making activity
      - must not imply that gambling solves financial problems
   d. include misleading statements about odds and prizes
      - should not ensure winnings or prizes if not guaranteed

D. Location of Billboards

Billboards that promote the licensees’ facilities and its activities
must be located not less than a 200 meter radius from schools
and places of worship/churches. As defined in Licenses to
Operate, schools are educational institutions duly registered with
the Department of Education (DepEd) and Commission on Higher
Education (CHED). Places of worship are sites predominantly
used for regular worship.
VIII. FACILITIES

1. Child Care
   - Where gaming establishments do not have separate passageways from the gaming floor to and from food outlets and entertainment venues, minors (children less than 18 years old) must never linger, be left alone unaccompanied nor be unsupervised by their adult companions at all times.

2. Entertainment Venues
   - The Licensee shall provide hospitality services and/or operate entertainment venues in or near the gaming area so as to encourage customers to take breaks in play.
IX. TRAINING OF MANAGEMENT AND STAFF

- The Licensee, in coordination with PAGCOR, are to conduct training programs, symposia, refresher courses and/or seminars on problem gambling for its employees.

1. These shall educate the employees on:
   - The Licensee’s Responsible Gaming Program
   - How to spot a problem gambler
   - How to respond to questions about Responsible Gaming program
   - What to do when confronted by problem gamblers or relatives
   - Availability of helplines

2. Attendance at the seminars will be included as a requirement to maintain the validity of an employee’s Gaming Employment License (GEL). A webinar may be an alternative.

3. The Licensee will ensure that each employee is made aware of the referral details for problem gamblers or family members seeking help for their relatives with gambling problems, including the Exclusion Programs.
X. SUPPORT FACILITIES

- Licensees are to establish gambling-related complaint resolution mechanisms to address gambling concerns, through helplines (landline or mobile) and internet (email or website).

1. Helpline

   (a) Hotline
       - A 24/7 answer service may be made available to customers who seek help or to their immediate relatives.

   (b) Official Network ID
       - The Licensee’s official network ID often used for promotional messages may be used to inform patrons of the availability of gambling-related complaint channels and of the status of their membership accounts.

   (c) Email Account
       - An email address may be devoted to receive problem gambling concerns. The Licensee is responsible for immediately replying to customers. Alternatively, a link to a website may be set up for easy access to responsible gaming programs such as requests for exclusion and referrals to therapists and rehabilitation centers.
       - Inquiries, requests for exclusion and application forms and other related concerns may be addressed to PAGCOR’s designated Responsible Gaming email address.

   (d) Counseling Contact Information
       - Customers who feel the need for professional help or persons concerned about family member/s with gambling problem/s will be provided with contact information of appropriate counseling individuals or centers through passive channels.
2. Feedback System

- Gaming providers must maintain a Responsible Gaming Incident Record to ensure that situations are acted upon and that corresponding actions taken by staff to assist people is according to rules. The following particulars should be put on record:

(a) Date, time, location and nature of any event where a patron reports a gambling-related problem
(b) Name, address and contact details (if known) or description of the person in relation to whom action was taken
(c) Action taken and by whom
(d) Name, address and contact details of person requesting if not the problem patron himself
(e) Person or institution to whom patron was referred to
XI. EXCLUSION PROGRAM

- Operators are to provide patrons who feel that relatives or they themselves are developing a problem with gambling with the option of barring them from the gaming venue or site.

- An Operator must not disclose information gathered during the facilitation of an application for Exclusion to any third party, unless legally obliged to do so or with the player’s consent.

- All information and data, especially the identity of excluded persons, must be treated as classified information by the designated personnel of stakeholders of the Philippine gaming industry who are given access to the National Database of Restricted Persons or NDRP (see Annex D for User Guidelines).

1. Player Exclusion Types

   (a) Self Exclusion

      (i) Application can be initiated by sending an inquiry to PAGCOR’s Responsible Gaming email account. Exclusion forms may be downloaded through the PAGCOR website at http://www.pagcor.ph/regulatory/exclusion2 and are available at PAGCOR operated and regulated gaming sites.

      (ii) Applicant must submit the following documents:

             ▪ Photocopy of one (1) valid government ID card with photo and signature
             ▪ Fully accomplished RG Form 2
             ▪ One (1) 2x2 photo taken within 6 months from application date

      (iii) Applicant may request for an exclusion period of 6 months, 1 year, 5 years or lifetime. Except for a lifetime exclusion
term and only after completion of the exclusion period, the self-exclusion order will be lifted automatically. A self-exclusion period for the first six (6) months is irrevocable.

(iv) An extension of self-exclusion may be requested for at least six (6) months. *RG Form 2* must be accomplished and submitted again.

(v) Regardless of where application was applied, the self-exclusion order will be enforced in all PAGCOR operated and regulated gaming facilities. Names of excluded persons will be posted in the National Database of Restricted Persons.

(b) Family Exclusion

(i) Application can be initiated by sending an inquiry to PAGCOR’s Responsible Gambling email account. Exclusion forms may be downloaded through the PAGCOR website at [http://www.pagcor.ph/regulatory/exclusion2](http://www.pagcor.ph/regulatory/exclusion2) and are available at PAGCOR operated and regulated gaming sites.

(ii) The family member is considered the applicant while the problem gambler is the respondent.

(iii) Any one of the following family members may request for a player’s exclusion:

- spouse
- child at least 18 years old
- parent

(iv) Immediate family member applying for exclusion must submit the following documents:

If applicant is the **parent**:

- Photocopy of respondent’s valid government ID with photo
- Photocopy of respondent’s Birth Certificate
- Photocopy of applicant’s valid government ID with photo and signature
- One (1) 2x2 photo of respondent taken within 6 months from application date
- Fully accomplished RG Form 3

If applicant is the child:
- Photocopy of respondent’s valid government ID with photo
- Photocopy of applicant’s Birth Certificate
- Photocopy of applicant’s valid government ID or school ID with photo and signature
- One (1) 2x2 photo of respondent taken within 6 months from application date
- Fully accomplished RG Form 3

If applicant is the spouse:
- Photocopy of respondent’s valid government ID with photo
- Photocopy of Marriage Contract
- Photocopy of applicant’s valid government ID with photo and signature
- One (1) 2x2 photo of respondent taken within 6 months from application date
- Fully accomplished RG Form 3

In lieu of the Birth Certificate, a foreign applicant may submit an official document issued by its home country’s government establishing his/her identity as well as the respondent’s and their relationship, the authenticity of which must be certified by the Department of Foreign Affairs of the Philippines. **Incomplete requirements will not be processed.**

(v) The exclusion order will take effect and will be enforced irrevocably for the first three (3) months.
(vi) Upon expiration of the first 3 months, the relative may re-apply for exclusion for another 6 months (RG Form 3), otherwise, the Family Exclusion Order will be lifted automatically. Subsequent re-applications for exclusion will be on a yearly basis.

(vii) Regardless of where application was applied, the Family Exclusion Order will take effect in all PAGCOR operated and regulated gaming facilities. Names of excluded persons will be posted in the National Database of Restricted Persons. For reference of the operators, the NDRP Manual is attached as Annex D.

(c) Licensee-emanating Exclusion

(i) An Operator, on its own accord, may issue an exclusion order to bar a person from its gaming premises (RG Form 4) on the following grounds:

- Cheats
- Theft
- Use of camera or any electronic device to assist in projecting the outcome of the game
- Possession of counterfeit chips, tokens, or cashless wagering instruments
- Unlawful interference with a gaming equipment
- Forgery or counterfeiting
- Money laundering
- Fraud

The Operator, however, may bar a person from entering its own premise under just reasons, but this will not be observed in other venues/outlets.

(ii) Committee of Assessors (CoA)

- Each Licensee will form its own CoA. The CoA will determine an operator’s recommendation for an exclusion order.
- The respondent will be given seventy-two (72) hours notification by the Licensee before the exclusion order takes effect.

(iii) A Licensee may process an Exclusion Order to be effective in all gaming establishments by accomplishing the following which should be kept on file and readily available for audit by PAGCOR:

- **RG Form 4 certified by the Licensee’s Chief Operations Officer**
- Complete Investigation Report proving that the respondent committed any of the grounds listed under IX.1.c.i (optional: with attached Police or Barangay Report)
- One recent photo of the respondent

PAGCOR will evaluate the recommendation based on the full Investigation Report, transcript of the interview with the respondent, and other pertinent documents.

(iv) A Licensee-emanating Exclusion Order issued by PAGCOR will take effect irrevocably for three (3) months, after which, the suspension is lifted automatically. Subsequent re-applications for exclusion will be for a period of one (1) year. While enforced, the nationwide total exclusion order will be posted in the NDRP.

(v) A person with Licensee-emanating Exclusion Order is not qualified to obtain a GEL.

2. Submission of Application

Complete documentary requirements for Self and Family Exclusion applications, together with the fully accomplished and signed application form, must be submitted inside a sealed long-sized brown envelope addressed to:
APPLICATION FOR EXCLUSION ORDER
PAGCOR - GLDD
Ground Floor PAGCOR House
1330 Roxas Boulevard
Ermita, Manila 1000

The envelope must be sent to the above address either through:
(a) personal delivery, or
(b) courier service

Envelopes will be dropped inside a box marked “GLDD” located at the lobby of PAGCOR House.

3. Breach of Exclusion Order

Once an Exclusion Order is given, it is the intention of this Code that such Order be not revoked before the expiration date.
XI. HELP CENTERS IN THE PHILIPPINES

Listed hereunder are some Help Centers located around the Philippines:

Life Change Recovery Center
Dr. Randy Misael S. Dellosa
105 Scout Rallos Street, Kamuning
Barangay Sacred Heart, Quezon City
Tel. nos. (02) 415-7964 / 415-6529
Website: www.lifechangerecovery.com

Support Group and Training Consultancy, Inc.
Tel. no. 0929-165-0414
Email: sgroups457@yahoo.com

Roads and Bridges to Recovery
520 EDBEN Building
Dr. Sixto Antonio Avenue, Maybunga, Pasig City
Tel. no. (02) 643-6056 loc. 112
Cebu branch: Upper Malibu Beach Street,
Subangdaku, Mandaue City, Cebu
Email: rbrcenter@yahoo.com

Penuel Home
388 Smith St. cor. Mariano Marcos, Brgy. Maytunas, San Juan 1500
Tel. nos. (+632) 722-5389 / (+632) 404-6446 / 0917-541-2587
Josefina Reyes 0917-580-3637
Email: penuelhome@yahoo.com
Player Verification Form

Use this form to request for verification of gaming personnel in the Philippines. Only requests with correct and complete information will be processed. Failure to provide correct and complete information may result in rejection of processing of this request.

USE BLOCK LETTERS

PLAYER’S PERSONAL INFORMATION (To be filled-out by the Licensee)

Name: ________________________________ Surname ________________________________ First ________________________________ M.I. ________________________________

Birthdate: ________________________________ Gender: ________________________________

Verification of player registered in: 
☐ Casino Filipino/PAGCOR-operated casino
☐ e-Bingo
☐ PAGCOR-operated arcade
☐ e-Games Station
☐ Licensed casino
☐ Instawin outlet
☐ Poker Club
☐ MSW outlet
☐ Traditional Bingo

Requested by: ________________________________ Date: ________________________________

Position: ________________________________

Licensee: ________________________________

FOR GLDD USE ONLY

Licensee request is:

☐ REJECTED for the following reasons:

☐ Incomplete information
☐ Others

Player verification request yields:

☐ No presence in any player database of other licensees
☐ Positive presence in player database of Licensee/s:

______________________________
______________________________
______________________________

RECEIVED AND PROCESSED BY: ________________________________ Date: ________________________________

(Signature over Printed Name)

(Position Title)

CERTIFIED BY: ________________________________

THADEO FRANCIS P. HERNANDO

Vice President

Remarks: Verification is based on name and birthdate submitted to PAGCOR GLDD. Wrong or incomplete name and birthdate may result in mismatch with database information.
Self Exclusion Application Form

**Personal Information**

<table>
<thead>
<tr>
<th>Name</th>
<th>(Family Name)</th>
<th>(First Name)</th>
<th>(Middle Name)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ID Presented</td>
<td>☐ Passport</td>
<td>☐ Driver’s License</td>
<td>☐ SSS</td>
</tr>
<tr>
<td>Date of Birth (mm/dd/yyyy)</td>
<td>Gender</td>
<td>ID No.</td>
<td></td>
</tr>
<tr>
<td>☐ Male</td>
<td>☐ Female</td>
<td>Nationality</td>
<td></td>
</tr>
</tbody>
</table>

**Contact Information**

<table>
<thead>
<tr>
<th>Block / House No.</th>
<th>Floor / Unit No., Building</th>
<th>Street</th>
</tr>
</thead>
<tbody>
<tr>
<td>Village/Subdivision</td>
<td>City</td>
<td></td>
</tr>
<tr>
<td>Contact Numbers (landline and mobile)</td>
<td>Email</td>
<td></td>
</tr>
</tbody>
</table>

**Gaming establishment visited regularly:**
- e-Games outlet
- e-Bingo boutique
- Bingo hall
- Sports-betting kiosk
- Poker club
- Casino, pls. specify

**Are you willing to receive articles/reading materials about Responsible Gaming?**

- ☐ Yes
- ☐ No

**Attachments:**

- 1. Photocopy of government-issued photo ID
- 2. One (1) recent 2x2 photo

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**TERMS AND CONDITIONS**

I understand the content and purpose of this Exclusion application and that the effect of this application is that an Exclusion Order will be enforced which shall exclude myself from entering any gaming establishment operated and regulated by PAGCOR. I understand that this Exclusion Order is irrevocable.

I understand that my application for Self Exclusion will stay in force for a period of:

- ☐ Six (6) months
- ☐ One (1) year
- ☐ Five (5) years
- ☐ Lifetime

I understand that PAGCOR will provide my name and particulars to all gaming establishments operated and regulated by PAGCOR for banning purpose.

I declare that the information provided in this application is true and correct.

I declare that I will hold PAGCOR harmless from any claim for damages that may be brought against PAGCOR in any proceeding in relation to this Exclusion Order.

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**Signature over Printed Name**

**Date**
# Family Exclusion Application Form

## Information on Applicant (Family Member making request)

<table>
<thead>
<tr>
<th>Name</th>
<th>(Family Name)</th>
<th>(First Name)</th>
<th>(Middle Name)</th>
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</thead>
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<td>ID Presented</td>
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<tr>
<td>Passport</td>
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<td>Driver's License</td>
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<td>SSS</td>
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<tr>
<td>Others</td>
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</tr>
<tr>
<td>Date of Birth (mm/dd/yyyy)</td>
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<td></td>
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<tr>
<td>Gender</td>
<td></td>
<td>☐ Male</td>
<td>☐ Female</td>
</tr>
<tr>
<td>Relation to Respondent</td>
<td></td>
<td>☐ Parent</td>
<td>☐ Child</td>
</tr>
<tr>
<td>Block / House No.</td>
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<tr>
<td>Floor / Unit No., Building Name</td>
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<td>Contact Numbers</td>
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<td>Email</td>
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## Information on Respondent (person to be excluded)

<table>
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<tr>
<th>Name</th>
<th>(Family Name)</th>
<th>(First Name)</th>
<th>(Middle Name)</th>
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<td>Driver's License</td>
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<td>Others</td>
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<td>Date of Birth (mm/dd/yyyy)</td>
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<td>Gender</td>
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<td>☐ Female</td>
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<td>Block / House No.</td>
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<tr>
<td>Floor / Unit No., Building Name</td>
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<td>Street</td>
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<td></td>
</tr>
<tr>
<td>Village/Subdivision</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Contact Numbers</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Email</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

## Gaming establishment visited regularly:

- e-Games outlet
- e-Bingo boutique
- Bingo hall
- Sports-betting kiosk
- Poker club
- Casino, pls. specify

## Are you willing to receive articles/reading materials about Responsible Gaming?

- Yes
- No

### Attachments:

1. Photocopies of supporting documents, as applicable
   - If applicant is the parent:
     - government photo ID of respondent
     - Birth certificate of respondent
     - government photo ID of applicant
   - If applicant is the child:
     - government photo ID of respondent
     - government ID or school ID with photo of applicant
   - If applicant is the spouse:
     - government photo ID of the respondent
     - Marriage Contract
     - government photo ID of applicant

2. One (1) recent 2x2 photo of person requested to be excluded

## TERMS AND CONDITIONS

I understand the content and purpose of this Exclusion application and that the effect of this application is that an Exclusion Order will be enforced which shall exclude my relative from entering any gaming establishment operated and regulated by PAGCOR. I understand that this Exclusion Order is irrevocable.

I understand that my application for Family Exclusion will stay in force for a period of:

- ☐ Three (3) months
- ☐ Six (6) months
- ☐ One (1) year

I understand that PAGCOR will provide my relative’s name and particulars to all gaming establishments operated and regulated by PAGCOR for banning purpose.

I declare that the information provided in this application is true and correct.

I declare that I will hold PAGCOR harmless from any claim for damages that may be brought against PAGCOR by my excluded relative in any proceeding in relation to this Exclusion Order.

---

(Signature over Printed Name)  (Date)
# Licensee-emanating Exclusion Order

**Information on Respondent (person requesting to be excluded)**

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Family Name)</td>
<td>(First Name)</td>
<td>(Middle Name)</td>
</tr>
</tbody>
</table>

- **ID Presented**
  - [ ] Passport
  - [ ] Driver’s License
  - [ ] SSS
  - [ ] Others ___________________

- **ID No.**
- **Date of Birth (mm/dd/yyyy)**
- **Gender**
  - [ ] Male
  - [ ] Female
- **Nationality**
- **Alias/es (If any)**

**Applicant's Contact Information**

<table>
<thead>
<tr>
<th>Name</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>(Family Name)</td>
<td>(First Name)</td>
<td>(Middle Name)</td>
</tr>
</tbody>
</table>

- **Block / House No.**
- **Floor / Unit No., Building Name**
- **Street**
- **Village/Subdivision**
- **City**
- **Country**
- **Zip Code**
- **Contact Numbers** (landline and mobile)
- **Email**
- **GEL No.** (if PAGCOR/Licensee employee)

**Licensee Information (Licensee making request)**

<table>
<thead>
<tr>
<th>Licensee (Name of company)</th>
<th></th>
</tr>
</thead>
</table>

- **Gaming Establishment**

**Respondent’s violation/s:**

- [ ] Cheats
- [ ] Theft
- [ ] Use of camera or any electronic device to assist in projecting the outcome of the game
- [ ] Possession of counterfeit chips, tokens or cashless wagering instruments
- [ ] Unlawful interference with a gaming equipment
- [ ] Forgery or counterfeiting
- [ ] Money laundering
- [ ] Fraud

**Attachments:** (Should be on file together with this form)

1. One (1) recent 2x2 photo
2. Gov’t.-issued ID with photo of respondent
3. Full investigation report, transcript of the interview and other pertinent documents

**Certified by:**

<table>
<thead>
<tr>
<th>(Licensee’s COO)</th>
<th>Date:</th>
</tr>
</thead>
</table>

**For PAGCOR GLDD use only**

**RECEIVED AND PROCESSED BY:**

<table>
<thead>
<tr>
<th>Date:</th>
</tr>
</thead>
</table>
# NATIONAL DATABASE OF RESTRICTED PERSONS

## ON-LINE USER ACCESS CONTROL FORM

**LICENSEE NAME:**

<table>
<thead>
<tr>
<th>User Information</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Family Name</td>
<td>First Name</td>
<td>Middle Name</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Position:</th>
<th>GEL No.:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Tel. No.</td>
<td>Email:</td>
</tr>
</tbody>
</table>

**IP Address of the designated computer for NDRP access:**

<table>
<thead>
<tr>
<th>Access Rights</th>
</tr>
</thead>
<tbody>
<tr>
<td>Property Administrator</td>
</tr>
</tbody>
</table>

## Access Agreement (Please read before signing)

1. Access account must not be revealed to others or allowed to be used by others.
2. Password must not be inserted into email messages or other forms of electronic communication.
3. Access level account must not be used to breach security permission level or interruptions to the program. Security breaches include, but are not limited to: accessing data of which the employee is not an intended recipient or logging into the program or account that the employee is not authorized to access.
4. For security and network maintenance purposes, authorized personnel from PAGCOR may monitor equipment, systems and network traffic at any time.
5. Any User found to have violated these policies may be subject to disciplinary action, which could lead to revocation of the Gaming Employment License (GEL).

## Authorization

<table>
<thead>
<tr>
<th>User:</th>
<th>Authorized by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature over printed name</td>
<td>Signature over printed name</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>

## FOR PAGCOR USE ONLY

## Confirmation

<table>
<thead>
<tr>
<th>Approved access by:</th>
<th>Enrolled by:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Signature over printed name</td>
<td>Signature over printed name</td>
</tr>
<tr>
<td>Date:</td>
<td>Date:</td>
</tr>
</tbody>
</table>
NOTICE

Pursuant to Presidential Decree No. 1869, as amended by Republic Act 9487, persons under 21 years of age or students of any school, college or university in the Philippines are not allowed to play in this gaming establishment.

Pursuant to Malacañang Memorandum Circular No. 8, the following persons are not allowed to enter, stay and/or play at the gaming establishments:

1. Government officials and employees connected directly with the operation of the government or any of its agencies; and

2. Members of the Philippine National Police (PNP) and Armed Forces of the Philippines (AFP).
Annex B

Player Verification Flowchart

**Process Flow:**

1. Licensee’s (Authorized Officer/HR) shall fill-out PVF to request verification of player/s to GLDD.
2. Licensee shall submit the filled-out PVF to GLDD for verification.
3. GLDD shall check the correctness/completeness of information of the PVF.
4. GLDD shall verify the status of the requested player thru the players’ database of all licensees (GLDD must have access to all Licensees Players’ Database). Verification shall be approved by the GLDD Authorized Officer.
5. GLDD shall return the accomplished PVF to the Licensee after verification.
ANNUAL PERSONAL DISCLOSURE STATEMENT (PDS)
FOR
INDIVIDUAL BOARD MEMBERS
(if Licensee is a Corporation) and
SOLE PROPRIETORS/PARTNERS
(if Licensee is a Sole Proprietor or Partnership)
(Year ______)

INSTRUCTIONS

1) Write your answers in block letters. If a question does not apply to you, write “NA”.
2) Place a cross [X] in the box if one is provided.
3) Affix a 2x2 colored photograph taken within the past 6 months
4) Send the accomplished PDS and enclosures in a sealed brown envelope marked “CONFIDENTIAL – PDS” addressed to:
   Assistant Manager, CDSPA Unit
   Gaming Licensing and Development Department
   3rd Floor PAGCOR House
   1330 Roxas Boulevard, Ermita, Manila 1000

<table>
<thead>
<tr>
<th>Part 1</th>
<th>PERSONAL INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>NAME</td>
<td></td>
</tr>
<tr>
<td>(Last Name)</td>
<td>(First Name)</td>
</tr>
<tr>
<td>Alias/Other Name</td>
<td></td>
</tr>
<tr>
<td>Sex</td>
<td>Male</td>
</tr>
<tr>
<td>Date of Birth</td>
<td>(Day of Month)</td>
</tr>
<tr>
<td>Nationality</td>
<td></td>
</tr>
<tr>
<td>Tax Identification No. (TIN)</td>
<td></td>
</tr>
<tr>
<td>CONTACT INFORMATION</td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td></td>
</tr>
</tbody>
</table>

Initials: ___________________________  Date: _______________ (Day / Month / Year)

(v.) 09.26.2014  Page 1 of 4
<table>
<thead>
<tr>
<th>Part 2</th>
<th>ALL AFFILIATIONS WITH PAGCOR LICENSEES</th>
</tr>
</thead>
<tbody>
<tr>
<td>Name/s of registered company/ies or partnership/s</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Part 3</th>
<th>INTEGRITY AND FINANCIAL SOUNDNESS</th>
</tr>
</thead>
<tbody>
<tr>
<td>The questions below are for any jurisdiction. If you answer “YES” to any question, please provide details in a separate sheet. Indicate offenses and/or circumstances that transpired within and outside the Philippines.</td>
<td></td>
</tr>
<tr>
<td>2.1 Have you ever been convicted of an offense?</td>
<td>☐ Yes ☐ No</td>
</tr>
<tr>
<td>2.2 Have you been charged with an offense and awaiting hearing; or otherwise subject to a pending prosecution?</td>
<td>☐ Yes ☐ No</td>
</tr>
</tbody>
</table>
| 2.3 To your knowledge, are you under investigation by  
  - The police, customs or any law enforcement agency  
  - Any other government agency  
  - Any professional body, trade association or industry regulator | ☐ Yes ☐ No |
| 2.4 Have you ever been censured, disciplined or made subject of an order by any professional body, trade association or industry regulator? | ☐ Yes ☐ No |
| 2.5 Have you ever been:  
  - Disqualified from acting as a director of a company  
  - Prohibited or prevented from acting in the management or conduct of the affairs of any company, partnership or association  
  - Dismissed, discharged or asked to resign from any employment | ☐ Yes ☐ No |
Part 4  PROFESSIONAL HISTORY

Please use separate sheet as needed.

<table>
<thead>
<tr>
<th>Year</th>
<th>Company</th>
<th>Nature of Business</th>
<th>Position Title</th>
</tr>
</thead>
<tbody>
<tr>
<td>From</td>
<td>To</td>
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</tbody>
</table>

Part 5  ENCLOSURES

5.1 For Filipino citizens and foreign residents: copy of ITR (duly stamped by BIR) for the previous year

5.2 For non-resident foreigners: copy of valid passport

Part 6  DECLARATION AND CONFIDENTIALITY

I certify that the information provided in this PDS is true, complete and correct of my personal knowledge and/or on the basis of authentic documents in my possession at the time of execution of this PDS.

I undertake to provide any further information that PAGCOR may reasonably require about this PDS.

I am aware that PAGCOR recognizes my eligibility for membership in the Board of Directors of a PAGCOR-licensed entity on the sole basis of the information provided in this PDS.

Initials: ___________________________  Date: _________________ (Day / Month / Year)
I understand that the information in this PDS was collected for the sole purpose of demonstrating my eligibility for membership in the Board of Directors of a PAGCOR-licensed entity. As such, the information will be treated with confidentiality and privacy and may not be disclosed to third parties without my prior written consent.

IN WITNESS WHEREOF, I hereby affix my signature this _______ of ______________ at Manila, Philippines.

________________________________________
Affiant

SUBSCRIBED AND SWORN to before me this _______ day of ___________ at ________________, affiant exhibited to me his Community Tax Certificate/Passport No. ___________ issued on ___________ at ________________.

Doc. No. ______;
Page No. ______;
Book No. ______;
Series of 20___
PHILIPPINE AMUSEMENT AND GAMING CORPORATION

NATIONAL DATABASE

of

RESTRICTED PERSONS

Gaming Licensing and Development Department

(October 2014)
I. OBJECTIVES

1. To establish a computerized database of persons who are restricted from playing in gaming establishments which are operated and regulated by PAGCOR nationwide

2. To make the database accessible online to authorized representatives of gaming operators

3. To deny the issuance of Gaming Employment Licenses (GEL) to restricted persons

II. DEFINITION OF TERMS

Casino Crime – an act harmful to individuals and/or the state and committed inside the Gaming Establishment

Cheat – to alter the elements of chance, method of selection which determine the result of a game; the amount or frequency of payment in a game; the value of a wagering instrument; or the value of a wagering credit

Gaming Establishment – a facility which houses gaming activities operated or regulated by PAGCOR

National Database of Restricted Persons or NDRP – the database of excluded persons who are not allowed to enter, play and/or stay in all Gaming Establishments

Operator – legal entity authorized by PAGCOR to conduct gaming activities in Gaming Establishments

Restricted Person – any person who is not allowed to enter, play and/or stay in Gaming establishment under any of the following:
   1) Presidential Decree 1869 as amended by Republic Act 9487
   2) Malacañang Memorandum Circular 8
   3) Exclusion Order

III. PERSONS FOR INCLUSION IN THE NDRP

The following are included in the NDRP:

1. Subject of Self-Exclusion Order
   - Any person granted his/her own exclusion from all Gaming Establishments

2. Respondent of a Family-Exclusion Order
   - Any person excluded from all Gaming Establishments upon request by a qualified family member (see Chapter IX.1.b of Responsible Gaming Code of Practice)

3. **Respondent of a Licensee-Emanating Exclusion Order**

- Any person accused by the Operator of any of the following offenses:
  
  - Game Cheating
  - Theft
  - Use of camera or any electronic device to assist in projecting the outcome of the game
  - Possession of counterfeit chips, tokens, or cashless wagering instruments
  - Unlawful interference with a gaming equipment
  - Forgery or counterfeiting
  - Money laundering
  - Fraud

### IV. ACCESS LEVELS

<table>
<thead>
<tr>
<th>ROLE</th>
<th>ACCESS LEVEL</th>
<th>FUNCTION</th>
<th>ACCESS RIGHTS</th>
<th>TASK</th>
</tr>
</thead>
<tbody>
<tr>
<td>System Administrator (GLDD)</td>
<td>1</td>
<td>- User, Excluded Person and Licensee Management</td>
<td>Add, Edit, Lift, View and Update Exclusion Order</td>
<td>- create new user for the application</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- assign IP address to specific user</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- update all reference data in the system</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- create profile of excluded person</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- create profile of PAGCOR employee terminated for cause</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- create licensee profile</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- search and view present and past records in the database</td>
</tr>
<tr>
<td>Property Administrator (Licensee)</td>
<td>2</td>
<td>- User and Guest Management</td>
<td>- Add Licensee-emanating Exclusion Order</td>
<td>- create profile of excluded person</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>- View and edit Exclusion Order</td>
<td>- search and view records in the database</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- ensure security and confidentiality of database by limiting access to authorized users only</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>- add limited “additional information”</td>
</tr>
<tr>
<td>User 1 (Gaming Establishment)</td>
<td>3</td>
<td>- User</td>
<td>View and edit Exclusion Order</td>
<td>- search and view records in the database - add limited “additional information”</td>
</tr>
<tr>
<td>User 2 (Gaming Establishment)</td>
<td>4</td>
<td>- User</td>
<td>View</td>
<td>- view gallery of excluded persons in the database</td>
</tr>
</tbody>
</table>
A. System Administrator - Gaming Licensing and Development Department (GLDD), PAGCOR

1. Shall enroll property administrators and users of the NDRP;

2. Shall maintain and update the database;

3. Shall process exclusion applications following the Responsible Gaming Code of Practice and upload the results to the NDRP;

B. Property Administrator – Licensee

Shall treat information in the NDRP with prudence; sharing of data with any unauthorized entity is a violation of Chapter IX of the Responsible Gaming Code of Practice.

The Property Administrator shall designate users for Levels 2, 3 and 4 as described in Table 1 above.

V. INFORMATION CONTAINED IN THE NDRP

1. Complete Name (Family Name, First Name, Middle Name)
   - If no middle name, default is the entry number
2. Date of Birth (mm/dd/yyyy)
3. ID Presented
   - acceptable government-issued photo IDs:
     a) Philippine/Foreign Passport
     b) Driver’s License
     c) Tax Identification Number (TIN)
     d) Government Service Insurance System (GSIS)
     e) Social Security System (SSS)
     f) Alien Certificate of Registration/Immigrant Certificate of Registration
4. ID Number
5. Gender
6. Nationality
7. Block/House/Unit/Building Number
8. Street
9. Subdivision/Village
10. City/Province
11. Type of Exclusion
12. Violation / Reason for exclusion (applicable for Licensee-emanating only)
13. Exclusion Duration
   a) Self Exclusion (180 days / 360 days / 1,800 days / lifetime)
   b) Family Exclusion (90 days / 180 days / 360 days)
      Licensee-emanating (90 days / 360 days)
VI. USE OF NDRP AS REFERENCE FOR ISSUANCE OR DENIAL OF GAMING EMPLOYMENT LICENSE (GEL)

Licenses to Operate private casinos provide that they “shall not hire those who are included in PAGCOR’s list of banned personalities and former PAGCOR officers or employees separated for cause by PAGCOR.”

Through access to the NDRP, the Operator determines if an employee-applicant may be issued a Gaming Employment License (GEL). It should not endorse persons included in the database based on III.3 and 4 above (past and current Respondents of Licensee-emanating Exclusion Order, and all PAGCOR and Licensees’ Employees Terminated for Just Cause) since this shall be ground for denial of issuance of GEL or violation of the (Provisional) License to Operate casinos.
ANNEX A

PROCEDURES

To add a person for exclusion
1. Log in by keying in the Username and Password;
2. Accept Terms and Conditions by clicking the designated box;
3. Input the required information in the corresponding field for respondent profiling.
4. Upload the photo of the subject.

A. To edit “Additional Information” fields
1. Log in by keying in the Username and Password;
2. Accept Terms and Conditions by clicking the designated box;
3. Click the “Additional Information” tab to edit information limited to the three (3) available fields only (alias/es, distinguishing marks and comments).

To search/verify an excluded person
1. Log in by keying in the Username and Password;
2. Accept Terms and Conditions by clicking the designated box;
3. Designated officer/staff types in the full name of the guest on the “search box” to view the subject’s information. In case there is a match in the database, the identity of the subject can also be verified through the following “Advance Search” options:
   - Birthdate
   - Address
   - Nationality
   - Date of banning
   - Gaming establishment
   - Alias
   - Distinguishing mark
   - Crime violated (for licensee-emanating)

B. To view information on an excluded person
1. Log in by keying in the Username and Password;
2. Accept Terms and Conditions by clicking the designated box;
3. The page will automatically display a gallery of the excluded persons.

C. To lift the Exclusion Order of a person in the NDRP
   Except for a lifetime self-exclusion, all other exclusions shall automatically be lifted by the system upon expiration of their exclusion period. Information on the restricted person will no
longer be displayed in the database but the System Administrator may retrieve information through historical data.

Only the System Administrator (GLDD) has the authority and access to lift an Exclusion Order. This may be done only for the following reasons:

1. If upon verification, the ground for Licensee-emanating Exclusion Order is not included in the list under Chapter III.3 and is therefore a deviation from the NDRP guidelines

2. If in the course of audit, it was discovered that pertinent documentary requirements on file are incomplete

3. If #1 reason is satisfied, the respondent is endorsed by an Operator for employment in his Gaming Establishment

Hereunder is the procedure:

a) Log in by keying in the Username and Password;
b) Accept Terms and Conditions by clicking the designated box;
c) Input the required information in the appropriate fields for lifting
d) Once lifting order has been made, the subject’s profile will be marked “lifted” in the NDRP