

Dated: 20 September 2021

Thank you for contacting GamCare.

Please note that this inbox is checked intermittently. If your enquiry is urgent please call 020 7801 7000.

We are the leading provider of information, advice and support for anyone affected by gambling harms across Great Britain.

If you or a loved one need support, the National Gambling Helpline is available 24 hours a day on Freephone 0808 80 20 133 or via live chat at www.GamCare.org.uk

Our Advisers will also be able to connect you to local services.

- For information on blocking software, please see www.gamcare.org.uk/self-help/blocking-software/
- For information on self-exclusion schemes please see www.gamcare.org.uk/self-help/self-exclusion/
- For enquiries about the GamCare Forum please email forum.admin@gamcare.org.uk

For enquiries regarding a specific gambling business:

We are not affiliated to any gambling businesses and will not be able to assist you with account queries.

Please note that GamCare is not a regulator and is therefore unable to intervene in licensing matters, account disputes or disputes over terms and conditions. In any of the above cases, we recommend that you contact the gambling venue or website operator in the first instance.

Commercial gambling in Great Britain is regulated by the Gambling Commission - find more information at www.gamblingcommission.gov.uk