



**SPORTING**INDEX |

Responsible Gambling

## **1. Our commitment**

In some instances, betting can lead to problems and Sporting Index is committed to taking responsible steps to discourage and reduce the occurrence of problem gambling. Sporting Index is regulated in the UK by the Financial Conduct Authority (FCA) in respect of spread bets and one of their overriding objectives is to secure an appropriate degree of protection for all Sporting Index customers. Sporting Index is also regulated in Great Britain by the Gambling Commission (in respect of fixed-odds bets, including binary bets) and we adhere to all licence conditions in relation to social responsibility.

## **2. Responsible Gambling**

This Responsible Gambling document has been drawn up in line with the FCA's Treating Customers Fairly initiative and the Gambling Commission's Licence Conditions and Codes of Practice and is detailed below. It covers age verification, responsible advertising and promotions, customer accounts and trading limits, self-exclusion, social responsibility and customer protection, monitoring and complaints.

## **3. Age verification**

Under the Financial Services and Markets Act 2000 and the Gambling Act 2005 (as amended), Sporting Index is required to have procedures in place to ensure that the identities of all its customers are properly verified and sufficient information is gathered and recorded to permit Sporting Index carry out appropriate customer due diligence. Sporting Index will take steps to confirm the age and identification of every new customer by using electronic verification software including voters' roll information. Where we are unable to verify a customer's age and identification we request additional documentary evidence before an account can be opened.

Sporting Index clearly displays an 'over 18s only' sign on the pages of its various websites, including within the registration process.

#### **4. Filtering and Blocking Software**

Sporting Index encourages parents and guardians who have a shared computer at their home to install filtering software so that children and young persons under 18 are not able to access gambling websites such as ours.

There are many different providers of filtering software available, some of the most popular are:

- o [www.netnanny.com](http://www.netnanny.com)
- o [www.cyberpatrol.com](http://www.cyberpatrol.com)
- o [www.cybersitter.com](http://www.cybersitter.com)

Further information on software which can block access to gambling sites can be found at this link - [Blocking Software Information](#).

#### **5. Advertising and promotional material**

All Sporting Index advertising and promotions are compliant with the relevant regulatory frameworks and advisory codes of practice. This includes (for spread betting) appropriate risk warning notices on all financial promotional materials.

Advertising does not target those under the age of 18. This includes not just the content but the placement of advertising as well.

All advertisements and promotions give a balanced message with regards to the possibility of winning and losing.

Advertisements specifically confirm that customers may lose more than their initial stake.

At no time is it suggested that gambling is a means of solving financial difficulties.

## 6. Customer accounts and trading limits

Customers can only have one account with Sporting Index. Customers are able to access their recent account history, including all deposits, withdrawals and bets.

Any 'free to play' or 'play for fun' page displays the same links to this Responsible Gambling document as any 'play for cash' display. There is a clear message that the 'play for free' is for over 18s only.

Sporting Index has developed internal controls and procedures to: (a) identify where customer risk is incurred; (b) for the approval of incurring such potential risk once incurred; and (c) for the monitoring of that risk to ensure the satisfactory exposure of the customer.

All customers request their own trading limits and either deposit funds or are given credit against which they can trade. Customers may request deposit limits at any time. Credit limits are initially given based on the strength of information held with the credit reference agency that we use, CallCredit. If customers want to extend their credit facility then we will usually ask them to produce suitable evidence of funds to ensure that any credit provided is suitable.

Sporting Index sets expected volatility limits for all its bets and gives credit at its discretion where requested by customers. Note that a credit limit is not a loan or an agreement to lend you money. The sole effect of a credit limit is that it may be offset against any losses on open bets or against any expected volatility that we apply to your bets.

Sporting Index has developed a product range and account options to suit the different demographics within its customer base so that targeted promotion can take place. Customers can also chose a 'Stop Loss' account so that their losses are limited within agreed parameters in the case of an unusual or volatile result.

When customers reach their trading limits, Sporting Index's trading software has automatic warning

limits built in which inform us that a particular bet could take the customer over his trading limit. The customer will be advised that he is approaching or exceeding his limit.

If customers want to increase their trading limit, they are required to inform Sporting Index and may be asked to show appropriate evidence of funds.

## **7. Self-exclusion**

Sporting Index operates a self-exclusion policy consistent with its regulatory requirements. Customers are able at any point in time to exclude themselves from making any bet with Sporting Index, either across our whole service or applied to specific types of bet (for example spread bets, fixed odds bets or casino bets). Requests for self-exclusion can be made through any of the contact channels available (telephone, post, email, Live Chat or via Twitter). All other operators licensed by the Gambling Commission will offer self-exclusion facilities and if customers have accounts with other such operators, Sporting Index recommends that customers should request self-exclusion from them as well.

Once a customer has requested for an account to be self-excluded, this is performed immediately with any balance on the account paid back and the customer is taken off all mailing lists. A customer can specify any length of time they wish to remain self-excluded from Sporting Index, from a minimum of six months up to a permanent period of exclusion. If no specific duration is requested by the customer, then the minimum period of time for self-exclusion of six months will be applied to the account. In the event that a customer wishes to reactivate a self-excluded account once the appropriate time period has elapsed, a 24-hour cooling off period is applied before the account can be reopened.

Sporting Index also offers customers the option to apply a shorter 'time out' period to their account should they wish their account to be closed for a period of 24 hours, 48 hours, 7 days, 30 days or any other period up to a maximum of 6 weeks..

## **8. Social responsibility and customer protection**

All pages on the Sporting Index website contain a link to this Responsible Gambling document. All pages also contain a link to the Financial Conduct Authority's website, the Gambling Commission's website and a risk warning notice.

Additionally customers are required to acknowledge that they have understand the mechanics of spread betting and have read and understood Sporting Index's risk warning notice before proceeding to open an account.

Sporting Index has a [complaints handling procedure](#) that has been drawn up consistent with FCA requirements (in respect of spread bets) and Gambling Commission requirements (in respect of fixed-odds bets, including binaries). This clearly states what actions customers have to take if they want to make a complaint against Sporting Index.

Sporting Index makes annual contributions to the [Responsible Gambling Trust](#), the UK's leading charity committed to minimising gambling- related harm.

If you feel that your gambling may be getting out of control, then please read the Recognising a Betting Problem section below.

## **9. Monitoring and complaints**

All Sporting Index's customer-facing material are subject to regular review by the FCA and the Gambling Commission. Sporting Index is required to report at regular intervals the number of complaints it has received, the nature of the complaint and the time taken to respond.

Sporting Index has a Compliance Monitoring Programme in place which seeks to ensure that the company

complies at all times with the relevant rules and guidelines of the FCA and Gambling Commission.

Sporting Index's [account operating rules](#) apply to all customers who open an account with Sporting Index and every customer is asked to acknowledge that they have read and understand these rules.

## **10. Recognising a Betting Problem**

If you feel you might have a betting problem here are some steps on how to recognise the symptoms and what help is available.

### **11. How to identify a betting problem**

To help identify if you might have a problem, ask yourself these questions:

- Do you stay away from work or college to bet?
- Do you bet to escape from a boring or unhappy life?
- When betting and you run out of money, do you feel lost and in despair, and need to gamble again as soon as possible?
- Do you bet until your last penny is gone, even the bus fare home or the cost of a cup of tea?
- Have you ever lied to cover up the amount of money or time you have spent betting?
- Have others ever criticised your levels of betting?
- Have you lied, stolen or borrowed just to get money to bet or to pay betting debts?
- Are you reluctant to spend 'betting money' on anything else?
- Have you lost interest in your family, friends or interests?
- After losing, do you feel you must try and win back your losses as soon as possible?
- Do arguments, frustrations or disappointments make you want to bet?
- Do you feel depressed or even suicidal because of your betting?

The more you answer 'Yes' to the above questions, the more likely you are to have a betting problem.

## **12. How to get help**

If you feel you are in difficulty with your betting, or know someone who is, contact GamCare here or on their UK Helpline 0845 6000 133. GamCare is a charity committed to promoting responsible attitudes towards gambling and working for the provision of proper care for those harmed by gambling dependency.

A GamCare counsellor will listen to you carefully and encourage you to talk about your concerns. Sometimes just telling someone can be a relief, and is an important first step towards dealing with the problem. The counsellor will be able to suggest ways of helping yourself to stop betting, or if you are someone who is affected by a betting problem, ways to support the person their process of stopping, and ways to deal with the effects on your own life. If you want to address the underlying issues that drive you to bet more than you want, the counsellor may be able to help you do that too.

The Gamcare helpline is open from 10.00am to 10.00pm Monday to Friday, 10.00am to 6.00pm on Saturdays and 6.00pm to 10.00pm on Sundays.

## **13. Updates**

This Responsible Gambling document was last updated on 14 April 2016. It is regularly reviewed to ensure Sporting Index complies with its licensing obligations and industry best practice.