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NOTICE TO LICENSEES

Notice #2023-89

Issuing Division: Administration

DATE: November 3, 2023

TO: All Restricted and Group I and II Nonrestricted Licensees

FROM: Kirk D. Hendrick, Chairman

SUBJECT: **Change to National Council on Problem Gambling Helpline Number**

The National Council on Problem Gambling changed its National Problem Gambling Helpline number (formerly 1-800-522-4700). The new number is **1-800-GAMBLER**. Pursuant to NGC Regulation 5.170(2), this Notice requires restricted and nonrestricted licensees to update in-house postings and written materials, as well as website and other resources to the new Helpline number as soon as practicable. For your reference, the relevant NGC Regulation is below.

5.170 Programs to address problem gambling.

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2. Each licensee shall post or provide in conspicuous places in or near gaming and cage areas and cash dispensing machines located in gaming areas written materials concerning the nature and symptoms of problem gambling and the toll-free telephone number of the National Council on Problem Gambling or a similar entity approved by the Board Chair that provides information and referral services for problem gamblers.

The new **1-800-GAMBLER** Helpline is currently in operation, and its corresponding text and chat features all work in Nevada. Additionally, the confidential, toll-free number is available 24/7/365, and functions in all U.S. states and territories. The new number also has the advantage of being easily recognizable and memorable.

Please note that the former number will continue to function and connect callers to the same Helpline. As a result, licensees do not need to destroy existing materials or make a rapid change to the new number to comply with the regulation. However, all licensees should review

their relevant written and web-based materials and make necessary changes as soon as practicable.

Also, licensees using *When the Fun Stops* brochures and materials produced by the Nevada Council on Problem Gambling can order updated brochures and rack insert cards directly from the Nevada Council by emailing programs@nevadacouncil.org or by calling (702) 369-9740.

Thank you for your compliance with this Notice.