

Responsible Gambling Frequently Asked Questions

The Muscogee (Creek) Nation Office of Public Gaming (“OPG”) maintains a list of individuals who wish to be excluded from participating in gambling activity at any MCN Casino. This program not only prohibits the individual from gaming but restricts them from visiting a MCN Casino for any reason including but not limited to, attending restaurants, bars, concerts/events, the hotel, pool, spa etc.

1. Where do I sign up?

- a. Self-exclusion forms can be obtained by visiting on our website www.officeofpublicgaming.com or at any Muscogee (Creek) Nation Casino. Once completed and signed in front of a notary public, the form would need to be sent to our office.
 - i. Mail:
Muscogee (Creek) Nation Office of Public Gaming
Attn: Banning
8330 Riverside Pkwy
Tulsa, Oklahoma 74137
 - ii. Fax: 918-299-3700

2. What is the difference in an OPG self-exclusion and a statewide self-exclusion?

- a. An OPG self-exclusion prohibits the individual from visiting or participating in any activity at any MCN Gaming Property.
- b. A statewide self-exclusion prohibits the individual from visiting or participating in any activity at any of the Casino’s located within the participating Tribes in Oklahoma. A list of those Tribes as well as a statewide self-exclusion application are available on our website by visiting the exclusions tab. For more information on the statewide program, feel free to contact us or visit www.oapcg.org
**If you chose to join the statewide self-exclusion program, you will not need to complete an OPG self-exclusion form.

3. Can I place a friend or family member on the exclusion list?

- a. A person may not place another individual on the self-exclusion list. This is a voluntary program for the Problem Gambler to use in their own personal recovery.
- 4. Can I work for MCN or a MCN Casino if I am on the self-exclusion list?**
 - a. Yes. Subject to review and approval by the OPG Gaming Commissioners. When applying for a position, please notify HR if you are subject to a self-exclusion. In addition, if you are already employed by the Nation, please notify your department supervisor if you intend to apply for a self-exclusion.
- 5. Who can see the self-exclusion list? Is it public?**
 - a. Only Casino Licensees responsible for enforcing the list have access to the information on the Self-Exclusion list.
- 6. Will my name be released to the public?**
 - a. Your name and any information you provide on the form are exempt from public release unless specifically authorized by this Part or required by court order.
- 7. What happens after I submit my completed self-exclusion form?**
 - a. Upon receipt of your completed/notarized Self-Exclusion form, the Office of Public Gaming will review and verify the application. If valid the application is entered into a database and you will be notified of your excluded status. Casino operators will remove the individual from their direct marketing lists, disable all player's club accounts and deny any gaming other Casino related privileges.
- 8. What could happen if I violate the terms of my Self-Exclusion?**
 - a. You will be promptly escorted from the property and could be subject to a citation and/or fine up to \$1000 per incident.
- 9. What happens to my gaming funds if I am caught gambling while on an active Self-exclusion?**
 - a. The OPG shall prohibit the Muscogee (Creek) Nation Gaming Facility Personnel from paying any jackpot, tickets, or chips to a person who is on the Tribal or statewide self-exclusion list. The Policy states that the person agrees to forfeit all jackpots, chips or tokens in play or on plain view, Non-complimentary Pay Vouchers, and electronic credits in his or her possession or control.
- 10. How do I obtain help and resources?**

- a. If you are concerned your gambling activity or the gambling activity of a loved one is causing problem(s), please consider the following steps.
 - i. Contact the Oklahoma Association on Problem & Compulsive Gambling 24-hour confidential help line 1-800-522-4700
 - ii. Visit <http://www.oapcg.org/help/treatment/> to locate a certified compulsive gambling counselor, no charge outpatient treatment programs, inpatient treatment options and peer support options.

11. How can I remove my name from the Self-Exclusion list?

- a. If you chose to request that the self-exclusion be lifted the request must be made in writing via a signed and dated letter to the Gaming Commission. Your written request must include a detailed explanation regarding the circumstances which existed in your life at the time this exclusion was requested, and what led you to make that decision and what has changed for your exclusion to be lifted. If the Gaming Commission approves the request, the OPG shall inform all gaming operations of the removal no later than 10 days after approval. If the Gaming Commission denies the request, they shall send to the person who had requested the removal a Notice of Denial of Removal from the Self-Exclusion List by certified mail.