



# PROBLEM GAMBLING AWARENESS

PLEASE HELP US HELP YOU SELL RESPONSIBLY



**Arkansas**  
Scholarship Lottery



## NOTICE SIGNS OF PROBLEM GAMBLING

- Someone who expresses frustration, desperation or anger about lottery play
- Someone who plays too often or too long, not just for entertainment
- Someone who plays until their last dollar is gone, chasing gambling losses

## SHARE RESPONSIBLE GAMBLING INFORMATION WITH CUSTOMERS

- Tell them you care and have noticed (or they told you) they are having difficulties.
- Tell them you have information that many find helpful.
- Ask if they would like a Responsible Gambling leaflet or remind them the Helpline number is available on all lottery tickets and in-store materials.
- Offer the information just like you would any other product.
- Don't try to convince someone they have a gambling problem.
- Don't confront or engage a customer if you feel threatened or feel a situation will escalate.

The National Problem Gambling Helpline offers free, confidential help 24 hours a day from people who understand:

**Call 1-800-522-4700**

Responsible Selling is good for business and positive for customer service and your community. For more information, look for our Selling Responsibly Training Video on  YouTube.

PLEASE SHARE THIS INFORMATION WITH YOUR CO-WORKERS!