

## **SELF-EXCLUSION POLICY**

If you feel that you need to take a break, you have the option to stop yourself from accessing your PSB account. You have the option to close the account for 6 months, 1 year or permanently. This is known as 'self-exclusion'.

Self-exclusion is different from the usual account closure request as it is irreversible during the time period in which you chose to close your account. In other words, your account will remain closed and you will be unable to access it.

If you have any funds in your account, these will be returned to you prior to closure of the account. Please contact our Customer Services Team to arrange for these funds to be returned to you and also to ask any further questions you may have about our Self-Exclusion Policy.

During your period of self-exclusion, we recommend you seek additional advice. One such places where you can find out more is the NHS guidance. Please follow this link: <https://www.cnwl.nhs.uk/cnwl-national-problem-gambling-clinic/>