

## FREQUENTLY ASKED QUESTIONS

### Q WHAT FORMS OF GAMBLING ARE LEGAL IN SOUTH AFRICA?

**A** Licensed casinos (with real machines and gambling tables, not through a computer), bingo (traditional bingo halls and electronic bingo terminals), betting and bookmaking, and limited payout machines (these are typically found at pubs, restaurants, etc). Only gambling through licensed operators is legal.

### Q HOW WILL I KNOW IF THE OPERATOR IS LICENSED?

**A** Every licensed operator is required to display their license on a wall where you can see it. Even if an operator has a website or App, they must indicate that they are licensed by a licensing authority.

### Q IS ONLINE GAMBLING LEGAL

**A** Online (casino-style) gambling is illegal in South Africa. Online betting through bookmakers licensed in South Africa for online betting (e.g. sports events and horse racing) is legal.

### Q THERE IS AN INTERNET LOUNGE NEAR MY HOUSE OR WHERE I SHOP. I KNOW I CAN GO INSIDE AND GAMBLE. IS THIS LEGAL?

**A** Internet lounges that offer gambling through computers are illegal. It is illegal for the person that operates such an establishment, and it is also illegal for gambling punters to gamble there. The NGB works with Law Enforcement agencies to identify these illegal establishments. The SAPS conduct raids and you can be arrested and charged during such a raid.

### Q HOW CAN COMMUNITIES WORK TOGETHER WITH THE NGB TO DELIVER ON ITS MANDATE?

**A** Persons who choose to gamble, should gamble legally and responsibly. Communities should work together with the NGB to stop illegal gambling. Report illegal gambling directly to the NGB, where you suspect illegal gambling venues, machines or underage gambling exists, or to a Provincial Licensing Authority (PLA).

### Q CAN SOUTH AFRICANS GAMBLE OVERSEAS?

**A** South Africans cannot gamble whilst within the Republic with international companies who are not licensed in South Africa.

### Q WHAT ARE THE EFFECTS OF GAMBLING ADDICTION?

**A** Money-related challenges, inter-personal problems, failure to account for time, secretiveness about activities and/or manipulation by threat.

### Q WHAT DO YOU DO WHEN YOU REALISE YOU OR SOMEONE YOU CARE ABOUT HAS A GAMBLING ADDICTION?

**A** A person with a gambling problem can apply to be self-excluded. Approach the nearest PLA & request for that person to be listed on the Gambling Exclusions Register. For free counselling and treatment, you can call the toll free number 0800 006 008, send an SMS to 076 675 0710 or email [counsellor@responsiblegambling.co.za](mailto:counsellor@responsiblegambling.co.za)

### Q HOW DO I GET EXCLUDED FROM GAMBLING?

**A** A person or their family member should approach their nearest PLA to assist in having themselves or their loved one voluntarily self-excluded in the country when symptoms of gambling addiction are identified. Once excluded, the onus remains with the excluded person to stay away from the gambling venues. The NGB, PLA's and operators are empowered to enforce your exclusion.

### Q HOW DO I APPLY FOR A GAMBLING LICENSE?

**A** Gambling licenses can be applied for at a Provincial Licensing Authority (PLA).

### Q WHAT IS THE DIFFERENCE BETWEEN THE NGB AND PLAS?

**A** Provincial Licensing Authorities are the points of contact for those wishing to apply for a license, as they issue gambling licenses. The NGB is responsible for oversight of the regulation of gambling in the gambling industry in the country.

### Q WHAT IS THE DIFFERENCE BETWEEN THE NGB AND THE NATIONAL LOTTERIES COMMISSION?

**A** The NGB regulates gambling in four legal modes. The National Lotteries Commission regulates the National Lottery, as well as other lotteries including society lotteries, promotional competitions and sports pools.

### Q HOW CAN THE NGB ASSIST THE PUBLIC?

**A** The NGB can assist the public through education and awareness, provision of information and research.

## HOW CAN I LODGE A COMPLAINT?

The National Gambling Board has a dedicated hotline where complaints can be lodged. Alternatively, complaints can be lodged at the Provincial Licensing Authority offices.

Report unlicensed internet cafes and/or any other illegal activity at:  
**info@ngb.org.za | fraudalert@ngb.org.za**



## CONTACT US

**National Gambling Board**  
1085 Francis Baard Str (Formerly Schoeman Str)  
Hatfield  
Pretoria  
0028  
Direct Switchboard: 0867 227 713 or 0100 033 475

Email Address:

**info@nbg.org.za**

Website

**www.nbg.org.za**

## PROVINCIAL LICENSING AUTHORITIES (PLA) CONTACT DETAILS

**GAUTENG GAMBLING BOARD**  
011 581 4800

**LIMPOPO GAMBLING BOARD**  
015 230 2300

**NORTHERN CAPE GAMBLING BOARD**  
053 831 1483/  
053 244 0890

**KWA-ZULU NATAL GAMING & BETTING BOARD**  
031 583 1800

**FREE STATE GAMBLING LIQUOR & TOURISM AUTHORITY**  
051 404 0300

**WESTERN CAPE GAMBLING & RACING BOARD**  
021 480 7400

**NORTH WEST GAMBLING BOARD**  
018 384 3215

**MPUMALANGA ECONOMIC REGULATOR**  
013 750 8000

**EASTERN CAPE GAMBLING BOARD**  
043 702 8300



**National Gambling Board**  
*South Africa*

a member of **the dtic** group



**WINNERS KNOW WHEN TO STOP**  
A GAMBLING PROBLEM EXISTS  
CALL THE NATIONAL GAMBLING BOARD  
ON 0800 006 008

## BACKGROUND

The National Gambling Board (NGB) is established in terms of the National Gambling Act (NGA), 2004 (Act 7 of 2004). It is also registered as a Schedule 3A Public Entity in terms of the Public Finance Management Act (PFMA), 1999 (Act 1 of 1999), and an agency of the Department of Trade, Industry and Competition.

The NGB's mandate is to promote gambling activities in a legal, safe and crime-free environment and protect punters from the over-stimulation of the latent need to gamble

## NGB VISION

To position South Africa as the pre-eminent jurisdiction with an exemplary and effectively regulated gambling industry.

## NGB MISSION

Lead the regulation of the gambling industry in the fulfillment of the National Gambling Act, 2004 (Act 7 of 2004), through an effectively regulated and supervised gambling industry that upholds domestic, continental and internationally recognised standards of compliance.

## LEGISLATIVE MANDATE

The legislative mandate of NGB is derived from the National Gambling Act, 2004 (Act 7 of 2004).

## THE ROLE OF THE NGB

The services and products of the NGB are stated in the National Gambling Act as follows:

- Evaluating the issuing of national licences by Provincial Licensing Authorities (PLAs);
- Evaluating the compliance monitoring of licensees by PLAs;
- Conducting oversight evaluation of the performance of PLAs so as to ensure that the national norms and standards established by the National Gambling Act are applied uniformly and consistently throughout the Republic; and
- The NGB must also establish and maintain the national register of excluded persons, the national central electronic monitoring system, the national register of gambling machines and devices, central registry of informant and the national probity register.
- Research and monitoring of market conduct and market share.
- Assist PLAs to ensure that the unlicensed gambling activities are detected.

## WHAT IS A GAMBLING LICENSE

A gambling license is a document that is issued to a person by a Provincial Licensing Authority, that gives them the legal right to conduct legal modes of gambling at licensed premises.

## TYPES OF LEGAL MODES OF GAMBLING

- In regulating the gambling industry, there are only four forms of gambling that are legal in South Africa, provided that licences have been obtained from Provincial Licensing Authority (Gambling Boards).
- These legal modes are casinos, bingo, limited pay-out machines (LPMs), and wagering/betting on horse racing and sports betting through operators (such as bookmakers and totalisators) licensed in South Africa.

## DO YOU KNOW THE ILLEGAL MODES OF GAMBLING

- Any form of underage gambling (children under 18 are not permitted to gamble);
- Unlicensed casinos or bingo establishments and card/dice games in a private establishment or residence;
- Online gambling of all kinds for money (gambling games that take place on the screen) on any kind of electronic device including mobile phones;
- Gambling games on a website for money or online gambling games offered by an internet café;
- Any gambling/gaming that takes place on the street or in a park for money (fafee / MoChina or similar); and
- Any betting activity involving animals e.g. dog racing, dog or cockerel fighting and illegal horse racing.

## WINNERS KNOW WHEN TO STOP

**If you think you or someone you know might have a gambling problem, call the Toll Free Counselling Line at the South African Responsible Gambling Foundation (SARGF) on 0800 006 008 (available 24/7); or SMS 076 675 0710 or email [counsellor@responsiblegambling.co.za](mailto:counsellor@responsiblegambling.co.za)**

## HOW TO GAMBLE RESPONSIBLY

### DO

- Set a budget/limit for gambling.
- Set a time limit for gambling.
- Stop before gambling becomes a problem.
- Get help if gambling makes you stressed, depressed or obsessed

### DO NOT

- Gamble to boost your income.
- Chase your gambling losses or lie about your losses.
- Take money from your savings to gamble.
- Gamble before you have paid your monthly expenses.
- Ignore your family, friends, or job to gamble.
- Sell your possessions in exchange for money to gamble.

## SYMPTOMS OF EXCESSIVE GAMBLING

- I gamble to boost income.
- I spend too much time and money on gambling.
- I find it hard to stop gambling.
- I am secretive about my gambling behaviour.
- I find it difficult to control my gambling habits.
- I am having arguments with family or friends about money and gambling.
- I am lying about my gambling habits.
- I am borrowing money, selling possessions, not paying bills, stealing or committing fraud to fund my gambling habit.
- I need to gamble with huge amounts of money for longer to ensure the same feeling of excitement.
- I feel depressed, anxious, worried, guilty, irritable, withdrawing from society and find it difficult to sleep.
- I am neglecting work, school, family, personal needs and/or household responsibilities.
- Family and friends are worried about me gambling.

**LIST YOURSELF OR YOUR FAMILY ON THE VOLUNTARY NGB EXCLUSIONS REGISTRY WHEN GAMBLING BECOMES A PROBLEM. CONTACT THE NGB AT 0100 033 475 OR YOUR NEAREST PROVINCIAL LICENSING AUTHORITY.**

**IF YOU ARE CAUGHT GAMBLING ILLEGALLY OR RUNNING AN ILLEGAL ESTABLISHMENT, YOU WILL FACE CRIMINAL CHARGES AND YOU WILL NOT RECEIVE YOUR GAMBLING WINNINGS.**

**GAMBLE LEGALLY AND RESPONSIBLY**