



Memorandum Order No. 2025-103
04 April 2025

RESPONSIBLE GAMING POLICY FOR PLAYER EDUCATION

I. BACKGROUND

The Philippine Charity Sweepstakes Office (PCSO) is committed to promoting responsible gaming practices in accordance with the highest ethical and operational standards. As a proud member of the global lottery and gaming community, PCSO aligns its policies with the principles established by the World Lottery Association (WLA) to create a safe and responsible gaming environment for all participants.

This Responsible Gaming Policy for Player Education presents a comprehensive set of guidelines designed to empower players in preventing problem gambling and maintaining the integrity of PCSO gaming products. The policy aims to cultivate a positive and secure gaming experience for everyone involved.

II. PURPOSE

This policy is designed to empower players with essential knowledge about responsible gaming practices that help prevent and identify potential gambling issues. It encourages players to adopt a responsible mindset while enjoying in PCSO games.

By implementing this policy, the PCSO is committed to advancing impactful programs centered on responsible gaming. Furthermore, robust monitoring mechanisms shall be established to evaluate the effectiveness of these initiatives, ensuring a safe and enjoyable gaming environment for all.

III. SCOPE

This policy applies to all PCSO gaming products, employees, agents, authorized retailers, the gaming public, and partner organizations promoting responsible gaming.

IV. Definitions

- Gaming-Related Harms:** The negative effects of gaming, which all individuals will experience in varying degrees.
- Responsible Gaming:** Practices and policies designed to promote safe and controlled gaming behavior, prevent problem gaming, and provide support for individuals affected by gaming disorders.

V. CORE PRINCIPLES

The PCSO Responsible Gaming Policy is guided by the following core principles:

- Integrity and Fairness:** Ensuring that all gaming products are conducted transparently, fairly, and responsibly.



2. **Player Protection:** Implementing measures to prevent problem gambling and support players in making informed choices.
3. **Education and Awareness:** Providing accessible and accurate information on responsible gaming and gambling risks.
4. **Stakeholder Collaboration:** Engaging with regulators, advocacy groups, and industry experts to enhance responsible gaming efforts.
5. **Continuous Improvement:** Regularly evaluating and enhancing responsible gaming initiatives based on best practices.

VI. Player Education Guidelines

To promote Responsible Gaming, the PCSO shall implement the following educational measures:

1. Public Awareness Campaigns

- a. Incorporate Responsible Gaming messages into the scripts for the 2PM, 5PM and 9PM editions of the PCSO Lottery Draw TV Program;
- b. Create a dedicated section on Responsible Gaming on the PCSO website;
- c. Develop, publish, and distribute informational materials on Responsible Gaming through print and digital media, including social media platforms;
- d. Organize regular seminars and workshops to educate the public about the risks of gambling and preventive measures.

2. Informed Decision-Making

- a. Provide clear information about the odds of winning, game rules, and the potential risks associated with gambling;
- b. Offer self-assessment tools and resources to help players evaluate their gambling behavior;
- c. Encourage players to set personal spending limits, treat PCSO games as recreational activity, and participate for charitable causes rather than as a means of financial gain.

3. Prevention of Underage Play

- a. Strictly enforce the minimum legal age for gaming. All Information, Education and Communication (IEC) materials should clearly state that only individuals aged 18 and above may participate and win in any PCSO game.
- b. Establish and implement age verification protocols at retail locations and online platforms. For web-based betting applications, conduct Know Your Customer (KYC) procedures to verify the player's true identity and age. A government-issued identification card must be required as part of the KYC process.
- c. Provide training sessions for PCSO agents and retailers on how to prevent underage gambling.

4. Support for Problem Gamblers

- a. Offer contact information for helplines and support organizations for individuals experiencing gambling-related harm.



- b. Collaborate with mental health professionals and rehabilitation centers to provide assistance programs.
- c. Encourage self-exclusion options for players who wish to control their gambling habits.

5. Enforcement of Compliance

The PCSO is committed to enforcing strict adherence to Responsible Gaming policies through the following measures:

- a. Implementing training programs for employees, agents and retailers that outline their responsibilities regarding Responsible Gaming.
- b. Conducting regular assessments of gaming operators to ensure compliance with Responsible Gaming standards.
- c. Coordinating with law enforcement agencies to combat illegal gambling activities and to protect vulnerable individuals.

VII. MONITORING

To assess the effectiveness of its Responsible Gaming initiatives, the PCSO will:

1. Perform periodic reviews of Responsible Gaming policies and educational programs.
2. Collect feedback from players, stakeholders, and advocacy groups to identify areas for improvement.
3. Monitor and analyze trends in gambling behavior to strengthen preventive measures.

VIII. REVIEW AND AMENDMENTS

The PCSO is dedicated to continuously improving its Responsible Gaming Policy aimed at Player Education. This policy will be reviewed and updated regularly to integrate the latest research, emerging trends, and international best practices in Responsible Gaming.

Updates will be made by collaborating with regulatory bodies, industry experts, and community stakeholders to ensure that the policy remains not only relevant but also highly effective in promoting Responsible Gaming.

For strict compliance.


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