

FREQUENTLY ASKED QUESTIONS

Q: Why is gambling legal in South Africa?

A: Prior to 1994 gambling was prohibited in South Africa and only took place in the nominally independent homelands (Transkei, Bophuthatswana, Venda and Ciskei). Betting in the then South Africa was only allowed in horse racing as this was the only legal form of gambling during that time. Government established the Wiehahn Commission to conduct a feasibility study to reconsider Government's policy position of gambling post democracy.

Q: How was the National Gambling Board established?

A: Pursuant to the Wiehahn Commission Report, the National Gambling Act of 1996 was promulgated and the National Gambling Board was established for the regulation of gambling.

Q: How can communities work together with the NGB to deliver on its mandate?

A: Persons who opt to gamble should gamble responsibly. Communities should work together with the NGB in eradicating illegal gambling. **Report illegal gambling directly to NGB or a Provincial Licensing Authority (PLA)** where illegal gambling venues or machines exist.

Q: Is online gambling legal?

A: Pursuant to Section 11 of the National Gambling Act, 2004 (Act 7 of 2004) online gambling is illegal in South Africa except for online betting through bookmakers licensed in South Africa for online betting (e.g. sports events and horse racing).

Q: Can South Africans gamble overseas?

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

Q: What are the effects of gambling addiction?

A: Money related challenges, interpersonal problems, failure to account for time and secretiveness and control about activities and/or manipulation by threat.

Q: What do you do when you realise you or someone you are reliant on has a gambling addiction?

A: Approach the NGB or any PLA for that person to be listed on the Gambling Exclusions Register and call the toll free number 0800 006 008, SMS 076 675 0710 or email counsellor@responsiblegambling.co.za

Q: How do I get excluded from gambling?

A: A person or their family member should approach the NGB or any PLA to assist in having oneself 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.

Q: What is the difference between the NGB and PLAs?

A: The National Gambling Board is responsible for the oversight of the regulation of gambling in the gambling industry throughout the country.

A: Provincial Licensing Authorities operate on a provincial level and are the points of contact for those wishing to apply for a license.

Q: What is the difference between the NGB and the National Lotteries Commission?

A: The National Gambling Board regulates gambling in licensed casinos, bingo and limited payout machine outlets, as well as wagering including betting on horse racing and sport via licensed bookmakers and totalisators.

A: 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 on:

fraudalert@ngb.org.za or 012 686-8800



Contact Us

National Gambling Board
420 Witch-Hazel Avenue
Eco-Glades 2,
Block C, Eco-Park,
Centurion
0144

Direct switchboard: 0867 227 713 or 0100 033 475

Email Address

info@ngb.org.za

Website

www.ngb.org.za

PROVINCIAL LICENSING AUTHORITIES CONTACT DETAILS

Gauteng Gambling Board 011 581 4800	Limpopo Gambling Board 015 230 2300
KwaZulu-Natal Gaming & Betting Board 031 583 1800	Northern Cape Gambling Board 053 832 0490
North West Gambling Board 018 384 3215	Western Cape Gambling & Racing Board 021 480 7400
Free State Gambling & Liquor Authority 051 404 0300	Eastern Cape Gambling & Betting Board 043 702 8300
Mpumalanga Economic Regulator 013 750 8000	



WINNERS KNOW
WHEN TO STOP

A GAMBLING PROBLEM HURTS
Call Our Toll Free Counselling Line
0800 006 008
or SMS 076 675 0710



National Gambling Board
South Africa

a member of the dti group



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 and Industry.

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:

- Oversight of gambling in the Republic of South Africa by:
 - ♣ 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 licence is a document that is issued to a person 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 Gambling Boards.
- These are casinos, bingo, limited pay-out machines (LPMs), and wagering. These 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 (fafee or similar); and
- Any betting activity involving animals e.g. dog racing, dog or cockerel fighting and illegal horse racing.

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**

HOW TO GAMBLE RESPONSIBLY

DO:

- ♣ Gamble responsibly.
- ♣ Stop before gambling becomes a problem.
- ♣ Set a budget/limit for gambling.
- ♣ 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 continue to 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 0100 033 475 or your nearest Provincial Licensing Authority.**

If you think you or someone you know might have a gambling problem, call the Toll Free Counselling Line 0800 006 008; or SMS 076 675 0710 or email counsellor@responsiblegambling.co.za

