

## Seeking views on how gambling companies interact with their customers (Short survey)

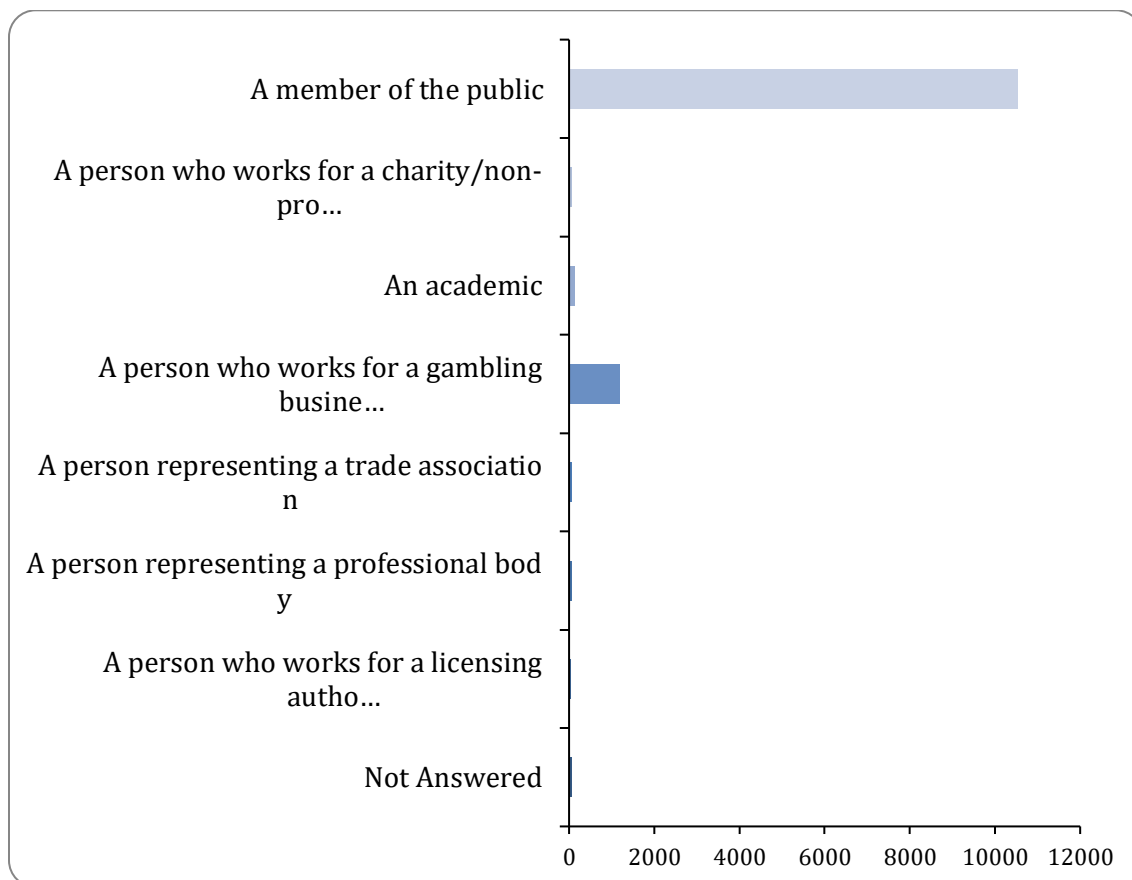
[Seeking views on how gambling companies interact with their customers \(Short survey\) - The Gambling Commission - Citizen Space](#)

The activity ran from 18/01/2021 to 09/02/2021

Responses to this survey: **12125**

**Tell us a little bit about you to help us understand your perspective. Are you:**

There were 12066 responses to this part of the question.

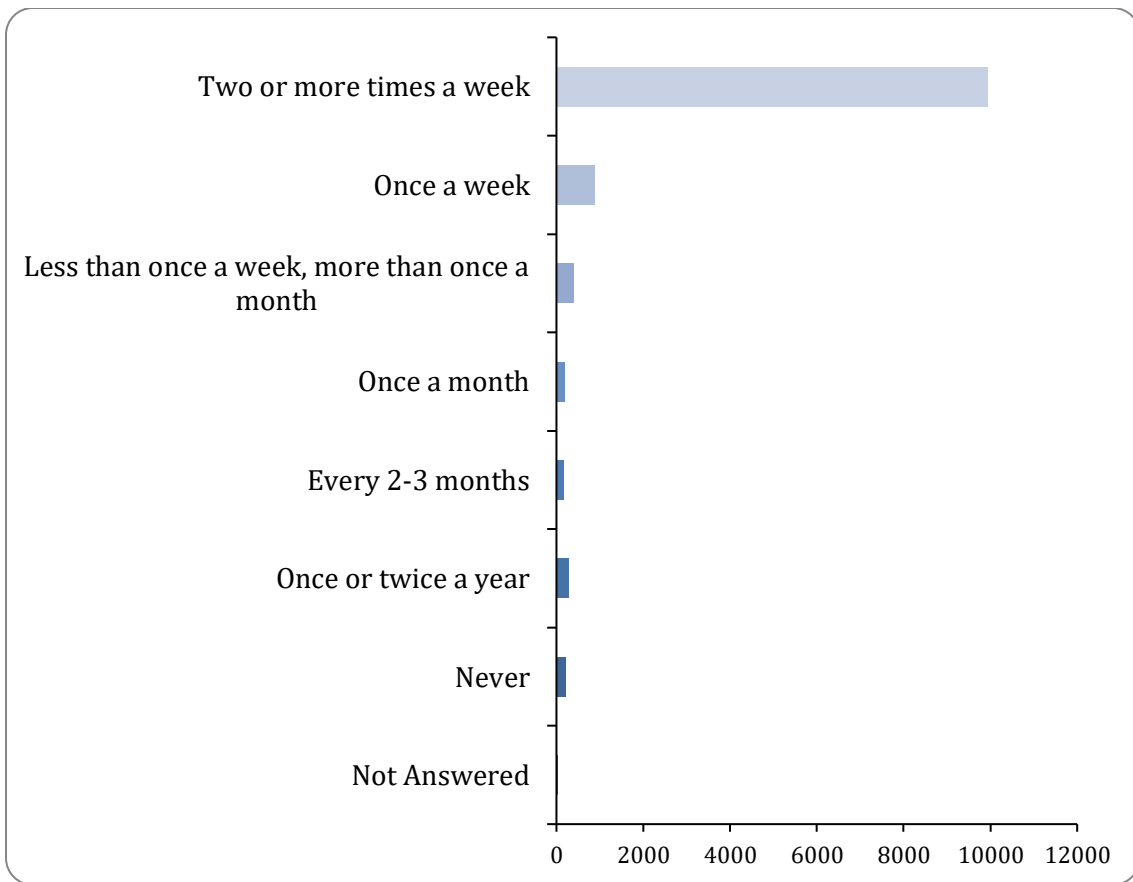


Option	Total	Percent
A member of the public	10537	86.90%
A person who works for a charity/non-profit	61	0.50%

<b>An academic</b>	124	1.02%
<b>A person who works for a gambling business</b>	1196	9.86%
<b>A person representing a trade association</b>	48	0.40%
<b>A person representing a professional body</b>	67	0.55%
<b>A person who works for a licensing authority or other regulator</b>	33	0.27%
<b>Not Answered</b>	59	0.49%

### How often do you gamble?

There were 12098 responses to this part of the question.

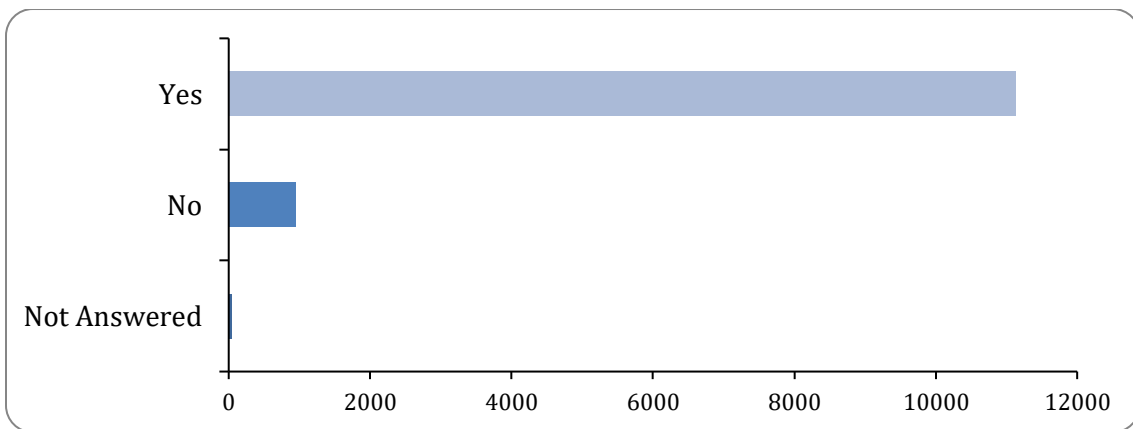


<b>Option</b>	<b>Total</b>	<b>Percent</b>
<b>Two or more times a week</b>	9934	81.93%
<b>Once a week</b>	892	7.36%
<b>Less than once a week, more than once a month</b>	408	3.36%
<b>Once a month</b>	188	1.55%

<b>Every 2-3 months</b>	179	1.48%
<b>Once or twice a year</b>	278	2.29%
<b>Never</b>	219	1.81%
<b>Not Answered</b>	27	0.22%

### Have you gambled online in the past 4 weeks?

There were 12077 responses to this part of the question.

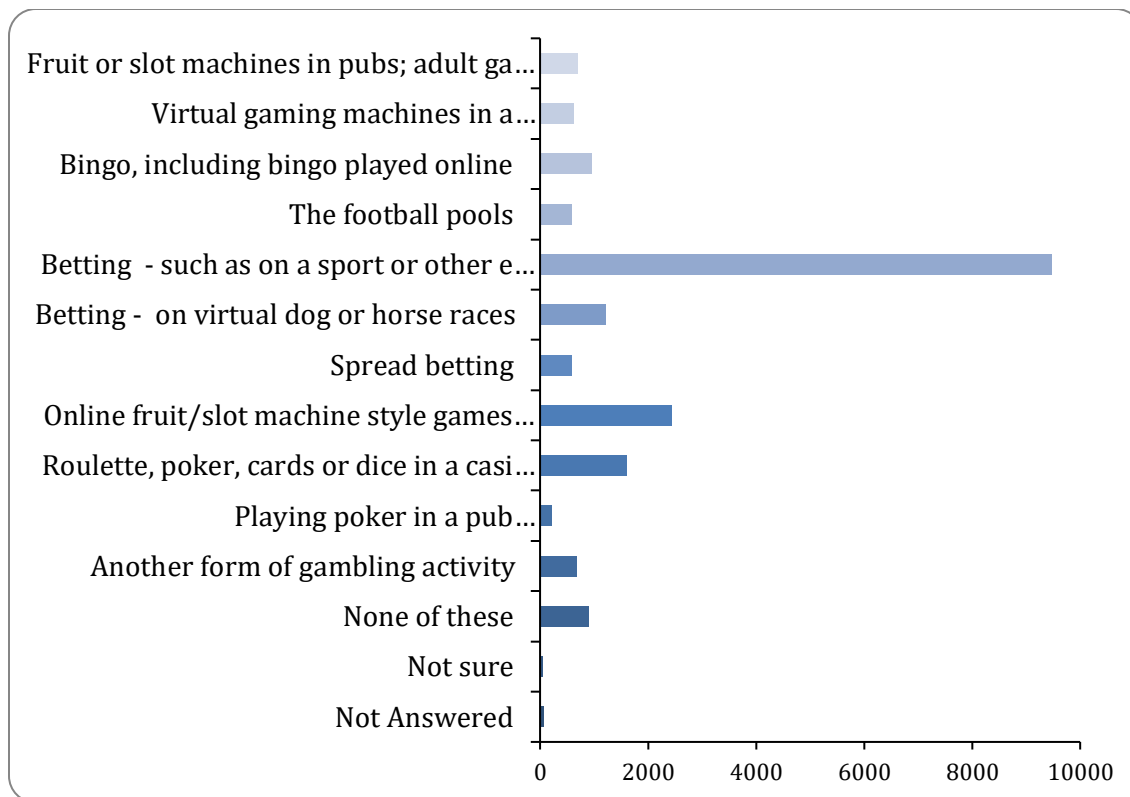


Option	Total	Percent
<b>Yes</b>	11131	91.80%
<b>No</b>	946	7.80%
<b>Not Answered</b>	48	0.40%

### Have you spent any money on any of these gambling activities in the past four weeks?

There were 12069 responses to this part of the question.

## The Gambling Commission

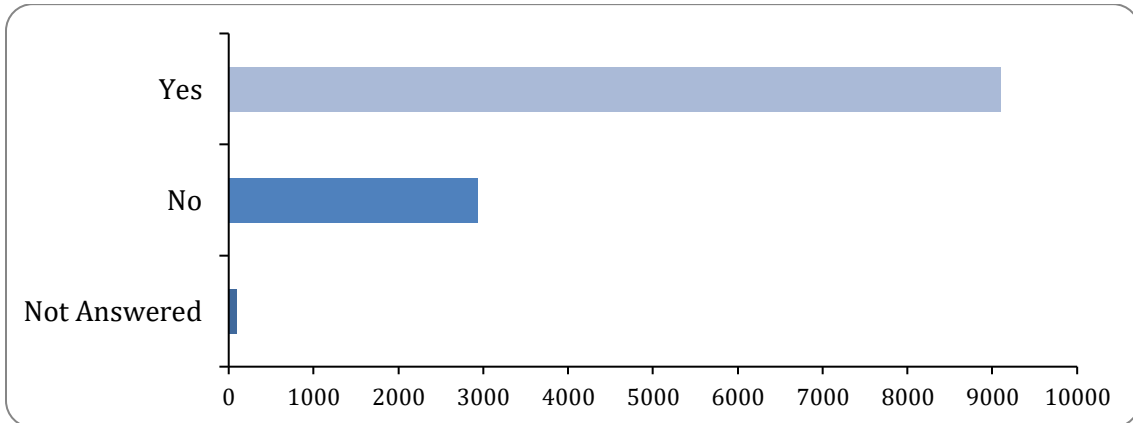


Option	Total	Percent
<b>Fruit or slot machines in pubs; adult gaming centres/arcades; casinos; bingo halls</b>	700	5.77%
<b>Virtual gaming machines in a bookmaker's to bet on virtual roulette, poker, blackjack or other games</b>	623	5.14%
<b>Bingo, including bingo played online</b>	957	7.89%
<b>The football pools</b>	577	4.76%
<b>Betting - such as on a sport or other event</b>	9477	78.16%
<b>Betting - on virtual dog or horse races</b>	1214	10.01%
<b>Spread betting</b>	584	4.82%
<b>Online fruit/slot machine style games or online instant win games (excl. National Lottery products)</b>	2435	20.08%
<b>Roulette, poker, cards or dice in a casino or online</b>	1594	13.15%
<b>Playing poker in a pub tournament/league, or at a club</b>	212	1.75%
<b>Another form of gambling activity</b>	674	5.56%
<b>None of these</b>	897	7.40%
<b>Not sure</b>	46	0.38%

<b>Not Answered</b>	56	0.46%
---------------------	----	-------

**When gambling businesses are aware that a customer is in a vulnerable situation, should they be required to take action to support that customer?**

There were 12027 responses to this part of the question.

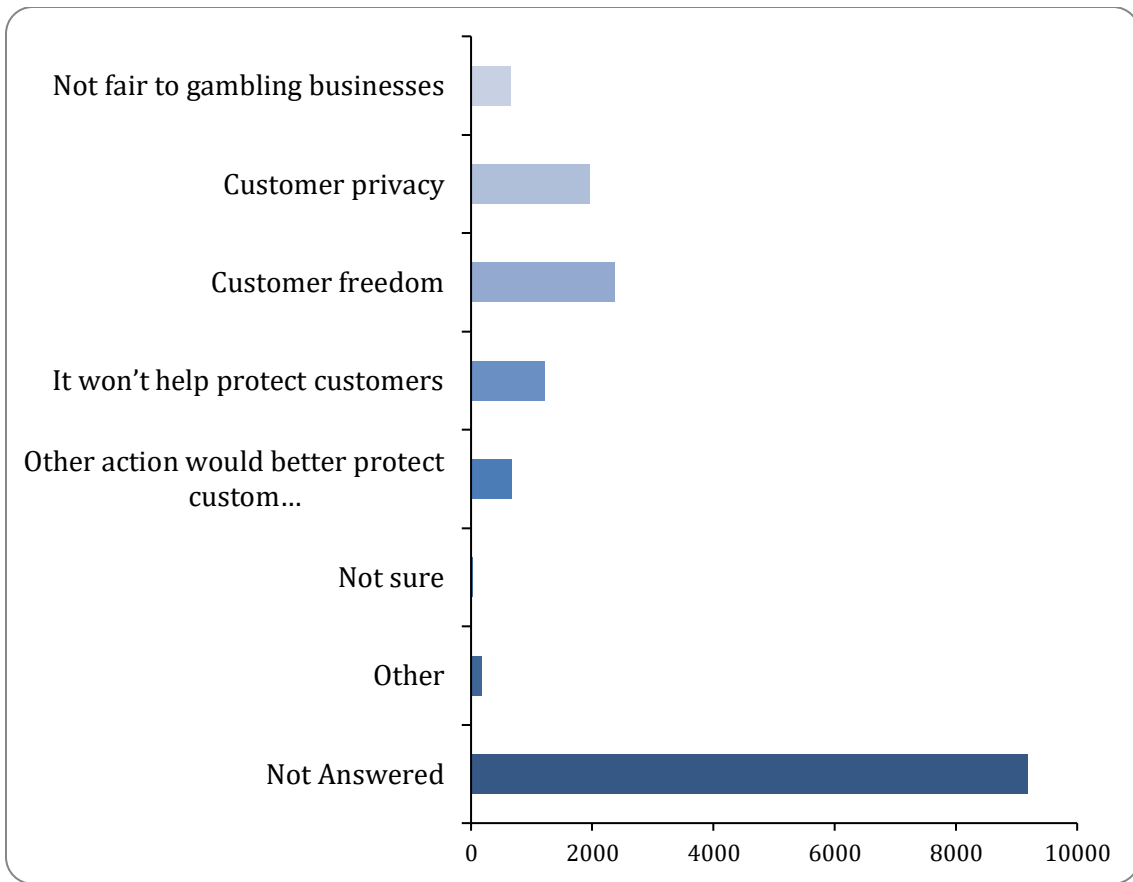


Option	Total	Percent
<b>Yes</b>	9096	75.02%
<b>No</b>	2931	24.17%
<b>Not Answered</b>	98	0.81%

**What are your reasons for saying that gambling businesses should not take action if they are aware a customer is in a vulnerable situation? (You can select multiple options)**

There were 2944 responses to this part of the question.

## The Gambling Commission



Option	Total	Percent
Not fair to gambling businesses	646	5.33%
Customer privacy	1959	16.16%
Customer freedom	2374	19.58%
It won't help protect customers	1220	10.06%
Other action would better protect customers	668	5.51%
Not sure	20	0.16%
Other	170	1.40%
Not Answered	9181	75.72%

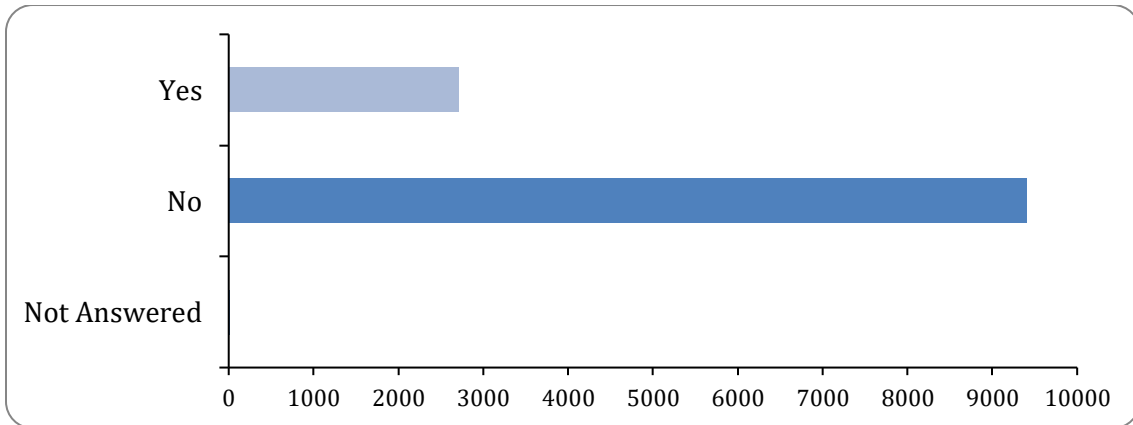
**Are there situations which make a customer particularly vulnerable when gambling?**

**[Free text question]**

There were 4609 responses to this part of the question.

**Do you think gambling businesses should be required to assess if gambling is affordable?**

There were 12124 responses to this part of the question.

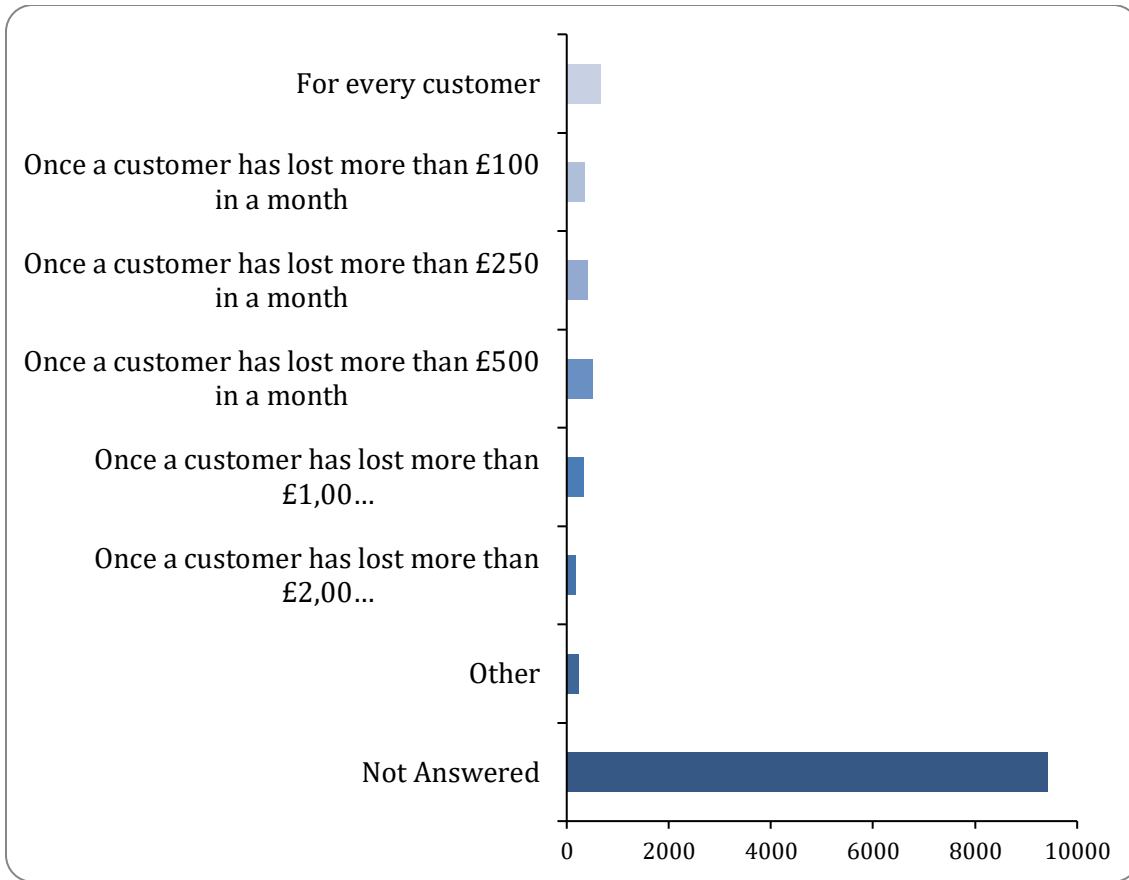


Option	Total	Percent
Yes	2713	22.38%
No	9411	77.62%
Not Answered	1	0.01%

**At what level do you think gambling businesses should be required to assess if gambling is affordable?**

There were 2692 responses to this part of the question.

The Gambling Commission



Option	Total	Percent
<b>For every customer</b>	665	5.48%
<b>Once a customer has lost more than £100 in a month</b>	355	2.93%
<b>Once a customer has lost more than £250 in a month</b>	411	3.39%
<b>Once a customer has lost more than £500 in a month</b>	510	4.21%
<b>Once a customer has lost more than £1,000 in a month</b>	333	2.75%
<b>Once a customer has lost more than £2,000 in a month</b>	173	1.43%
<b>Other</b>	245	2.02%
<b>Not Answered</b>	9433	77.80%



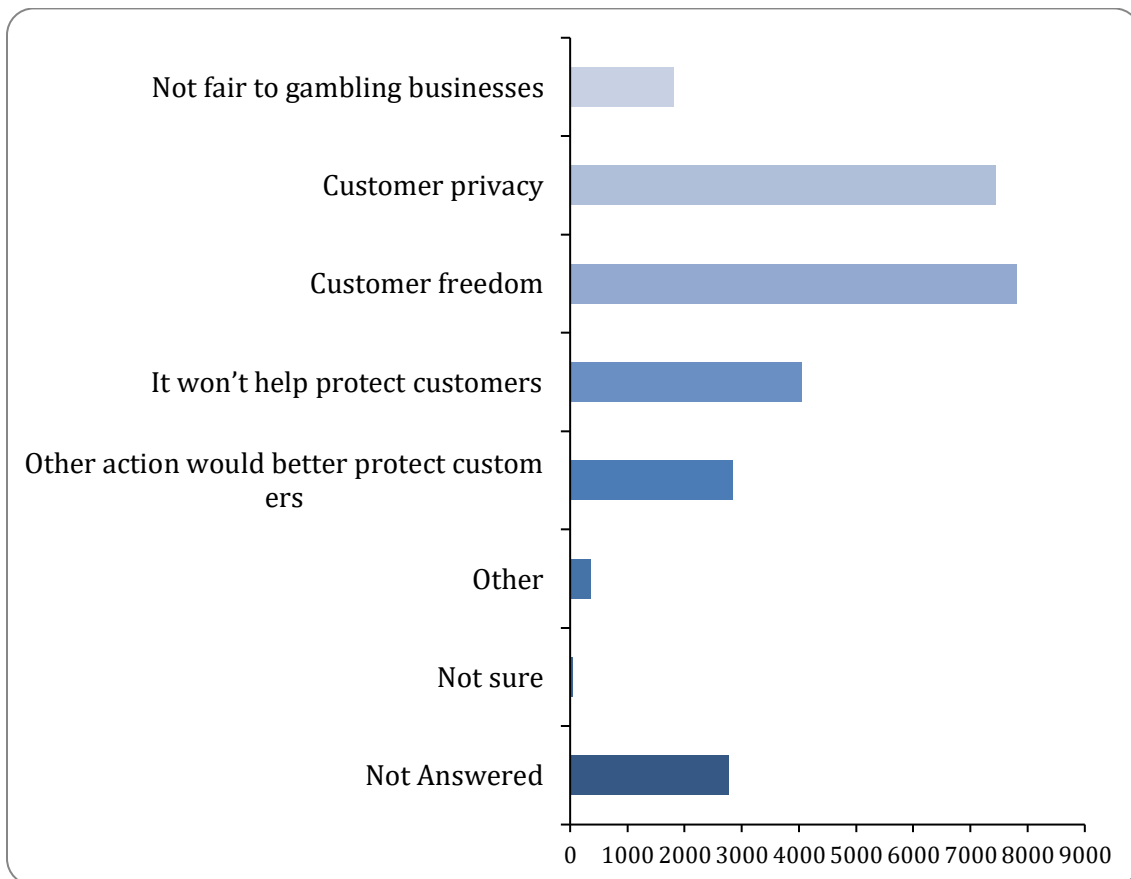
**Do you have any other comments or suggestions about thresholds for doing an affordability check?**

**[Free text question]**

There were 1101 responses to this part of the question.

**What are your reasons for saying that gambling businesses should not assess if gambling is affordable? You can select multiple options.**

There were 9360 responses to this part of the question.



Option	Total	Percent
<b>Not fair to gambling businesses</b>	1818	14.99%
<b>Customer privacy</b>	7445	61.40%
<b>Customer freedom</b>	7811	64.42%
<b>It won't help protect customers</b>	4051	33.41%
<b>Other action would better protect customers</b>	2845	23.46%
<b>Other</b>	351	2.89%

<b>Not sure</b>	51	0.42%
<b>Not Answered</b>	2765	22.80%

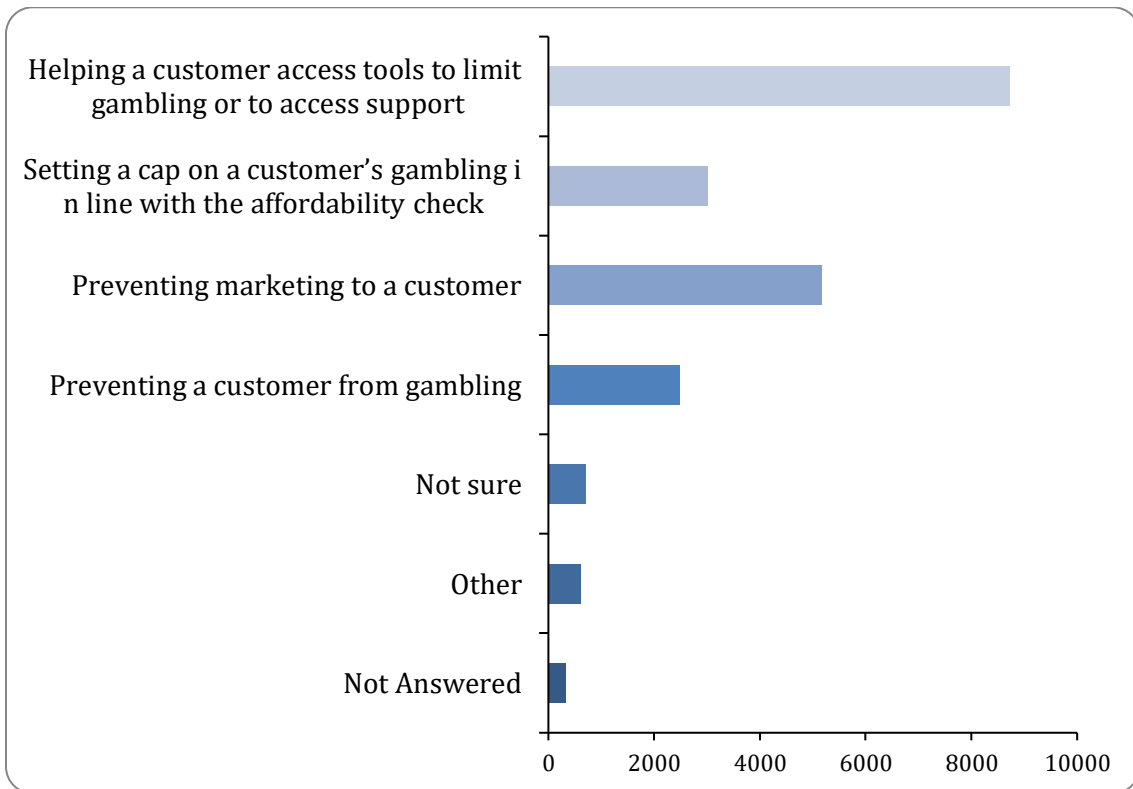
**Other comments - no afford**

**[Free text question]**

There were 3942 responses to this part of the question.

**What action should gambling businesses be required to take if there are signs of harm? This could be after an affordability check or if there is other information which may be a risk flag.**

There were 11801 responses to this part of the question.



Option	Total	Percent
--------	-------	---------

The Gambling Commission

<b>Helping a customer access tools to limit gambling or to access support</b>	8719	71.91%
<b>Setting a cap on a customer's gambling in line with the affordability check</b>	3023	24.93%
<b>Preventing marketing to a customer</b>	5180	42.72%
<b>Preventing a customer from gambling</b>	2492	20.55%
<b>Not sure</b>	705	5.81%
<b>Other</b>	614	5.06%
<b>Not Answered</b>	324	2.67%

**Other comments**

**[free text question]**

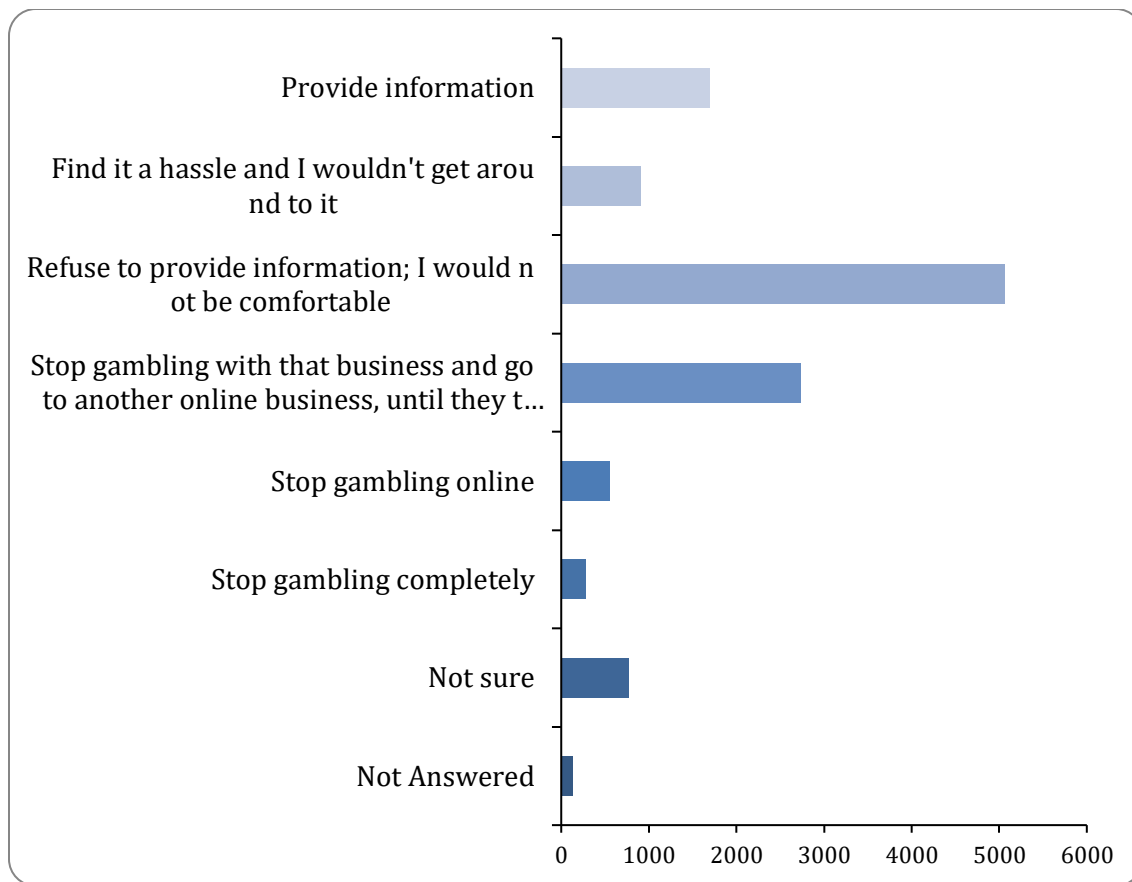
There were 2678 responses to this part of the question.

**If a gambling business asked for information from you to assess whether your gambling is affordable would you...?**

**Would you?**

There were 11989 responses to this part of the question.

The Gambling Commission



Option	Total	Percent
Provide information	1696	13.99%
Find it a hassle and I wouldn't get around to it	907	7.48%
Refuse to provide information; I would not be comfortable	5066	41.78%
Stop gambling with that business and go to another online business, until they too ask me for information	2730	22.52%
Stop gambling online	550	4.54%
Stop gambling completely	275	2.27%
Not sure	765	6.31%
Not Answered	136	1.12%

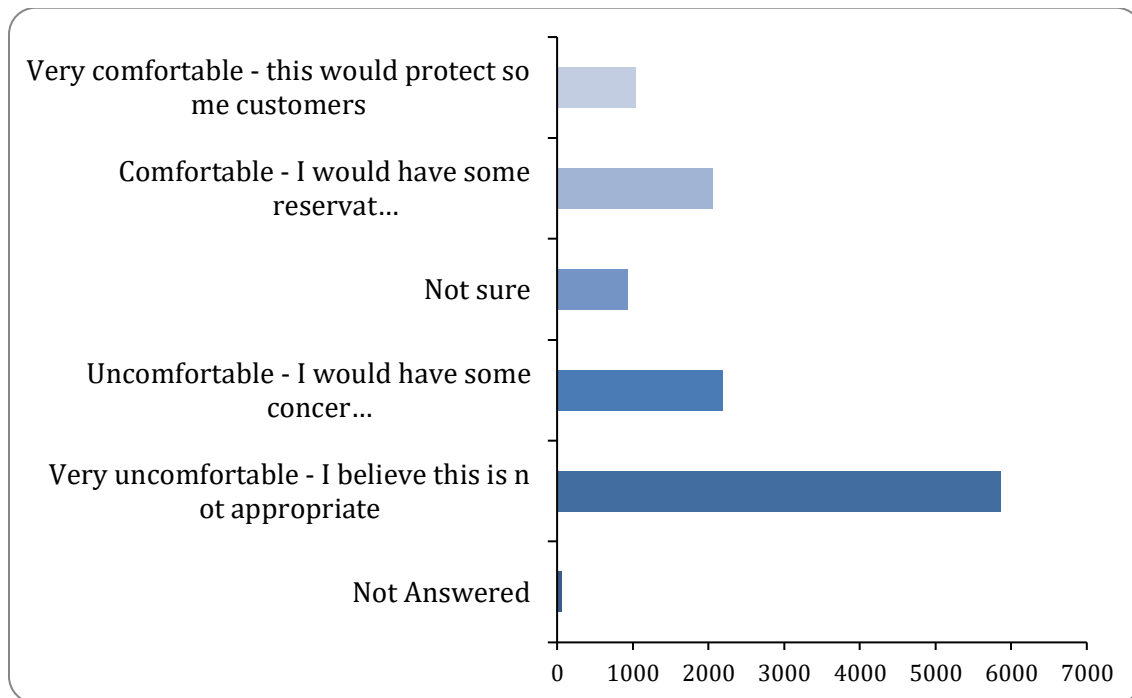
**Other comments - would you**

**[Free text question]**

There were 2908 responses to this part of the question.

**At the moment, gambling businesses can access limited information about customers from third parties such as credit reference agencies. How comfortable would you feel about businesses accessing more information like this as a way of completing an affordability check?**

There were 12066 responses to this part of the question.



Option	Total	Percent
<b>Very comfortable - this would protect some customers</b>	1041	8.59%
<b>Comfortable - I would have some reservations but understand it would be helpful</b>	2054	16.94%
<b>Not sure</b>	929	7.66%
<b>Uncomfortable - I would have some concerns</b>	2187	18.04%
<b>Very uncomfortable - I believe this is not appropriate</b>	5855	48.29%
<b>Not Answered</b>	59	0.49%

**What would make you/consumers more comfortable to provide information to a gambling business or give permission for information to be accessed?**

There were 12001 responses to this part of the question.



Option	Total	Percent
Clear explanation of why the information is necessary	2937	24.22%
Clear rules on how gambling businesses can use your data	3013	24.85%
Awareness that all operators and customers will be treated the same way	2295	18.93%
Requiring gambling businesses to delete data after a set time	2568	21.18%
I would never provide my data	6583	54.29%
Not sure	708	5.84%
Other	246	2.03%
Not Answered	124	1.02%

The Gambling Commission

**Other comments-more comfortable**

**[Free text question]**

There were 1637 responses to this part of the question.

**Do you have any comments about the balance of customer protection and customer freedom/ privacy?**

**[Free text question]**

There were 3650 responses to this part of the question.