



Exclusion List FAQs

1. What is the self-exclusion program?

The self-exclusion program is a responsible gaming tool to allow people with potential gambling problems to voluntarily exclude themselves from gambling within the state of West Virginia.

Self-exclusion means the player voluntarily bars themselves from all or certain online gambling related activities. The exclusion will apply across all domains and brands conducted by the same operator. For example; self-excluding from Hollywood Casino in Charles Town, W.Va., will also exclude the patron from Hollywood Casino in Columbus, Ohio.

2. How long is a patron self-excluded from casinos and mobile gaming applications?

A patron is excluded from casinos and mobile gaming applications for life. However, after one year, they may apply to be removed by submitting a Self-Exclusion Removal request.

3. What is required when submitting a self-exclusion request?

The information required for a self-exclusion request when completing the form includes: Social Security Number (SSN) (4 digits), Date of Birth, front and back of driver's license, current address, phone number and a brief description of the patron requesting.

4. What is the address to mail self-exclusion requests/removals?

WV Lottery Headquarters
ATTN: Madeleine Wymer
900 Pennsylvania Avenue
Charleston, WV 25302

5. When are Self-Exclusion removals determined?

Self-exclusions are determined during the West Virginia Lottery Commission meetings, held usually near the end of each month.

6. Can a family member place someone else on the Self-Exclusion List?

No. Placement on the list is voluntary and must be done by the individual seeking exclusion.

7. Who has access to the Self-Exclusion List?

The West Virginia Lottery takes privacy seriously and protects patrons sensitive information using only secure procedures to share information necessary to implement the Self-Exclusion program with its licensed operators.