

Gaming Machines ...

More Than Entertainment?

An Update on Machine Modifications as a
Responsible Gaming (RG) Strategy

Connie Jones, Director of Responsible Gaming
International Game Technology (IGT)

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Background: Who Is International Game Technology (IGT)?

- Publicly traded company founded in 1975.
- A Nevada based company.
- A global company specializing in the design, development, manufacturing, distribution and sales of computerized gaming machines and systems products.
- Largest slot machine manufacturer in the world.
- Employs 6,000 people worldwide.

Game Design

Entertainment Versus Safety?

- Is there a “safe” gaming machine?
- Who are the game designers?
- Marketing aspects.
- It’s the customer’s call.

What Makes A Game Fun?

- Graphics
- Sound
- Math
- Environment

Beliefs About What Makes A Game Risky:

- Speed of play
- Large bets/prizes
- Sound aspects
- Isolated environment
- Large note bill acceptors

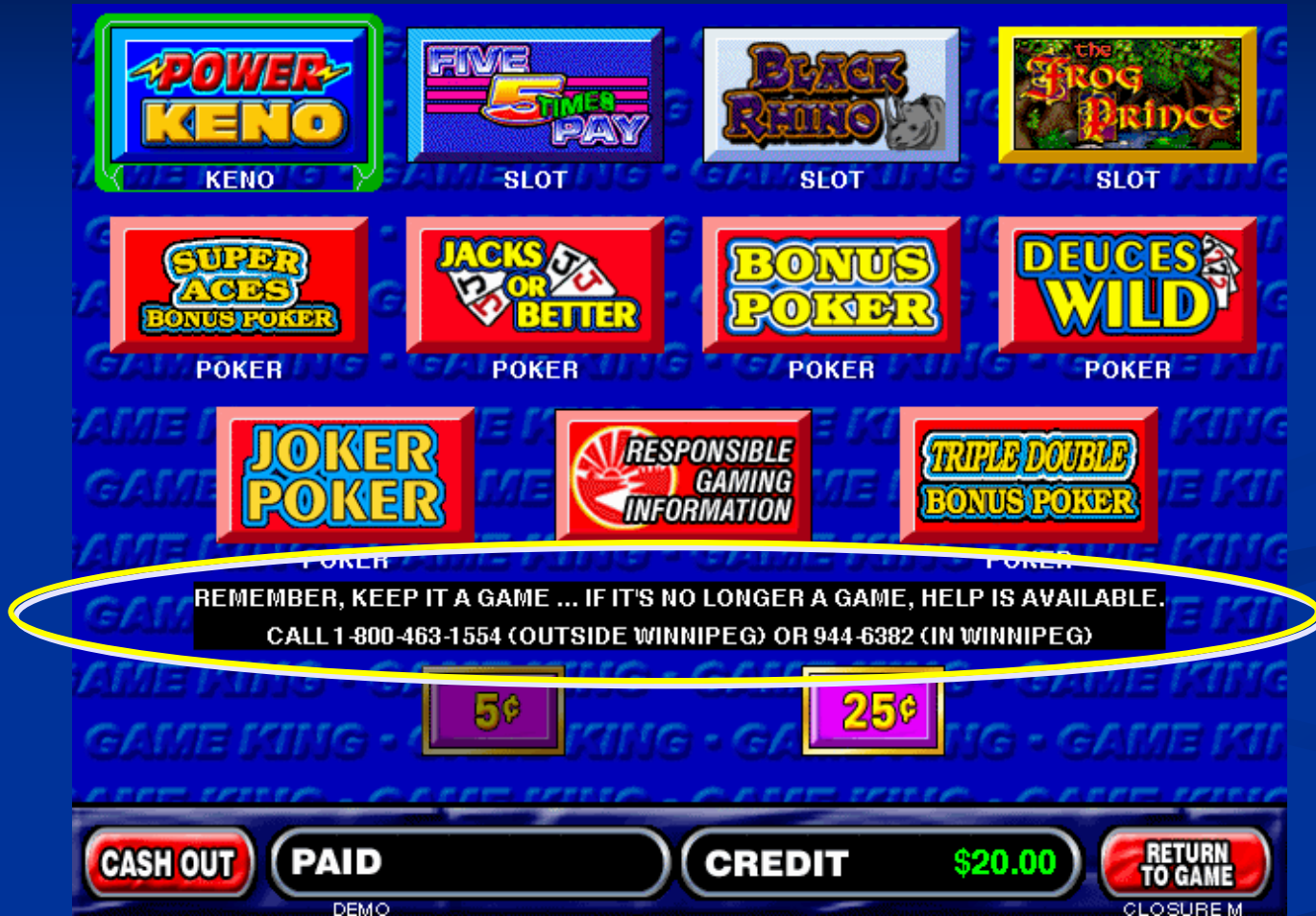
Can A Gaming Machine Offer Protections?

- Slow speed of play
- Limits on bets and prizes
- Removal/restrictions on note acceptors
- Removal of visual/sound stimuli
- Credits show in cash amounts
- Digital clock on screen
- Pop up warnings
- Mandatory cash out after a pre-determined period of play
- Responsible gaming (RG) information screens

IGT Policy On RG Machine Modification :

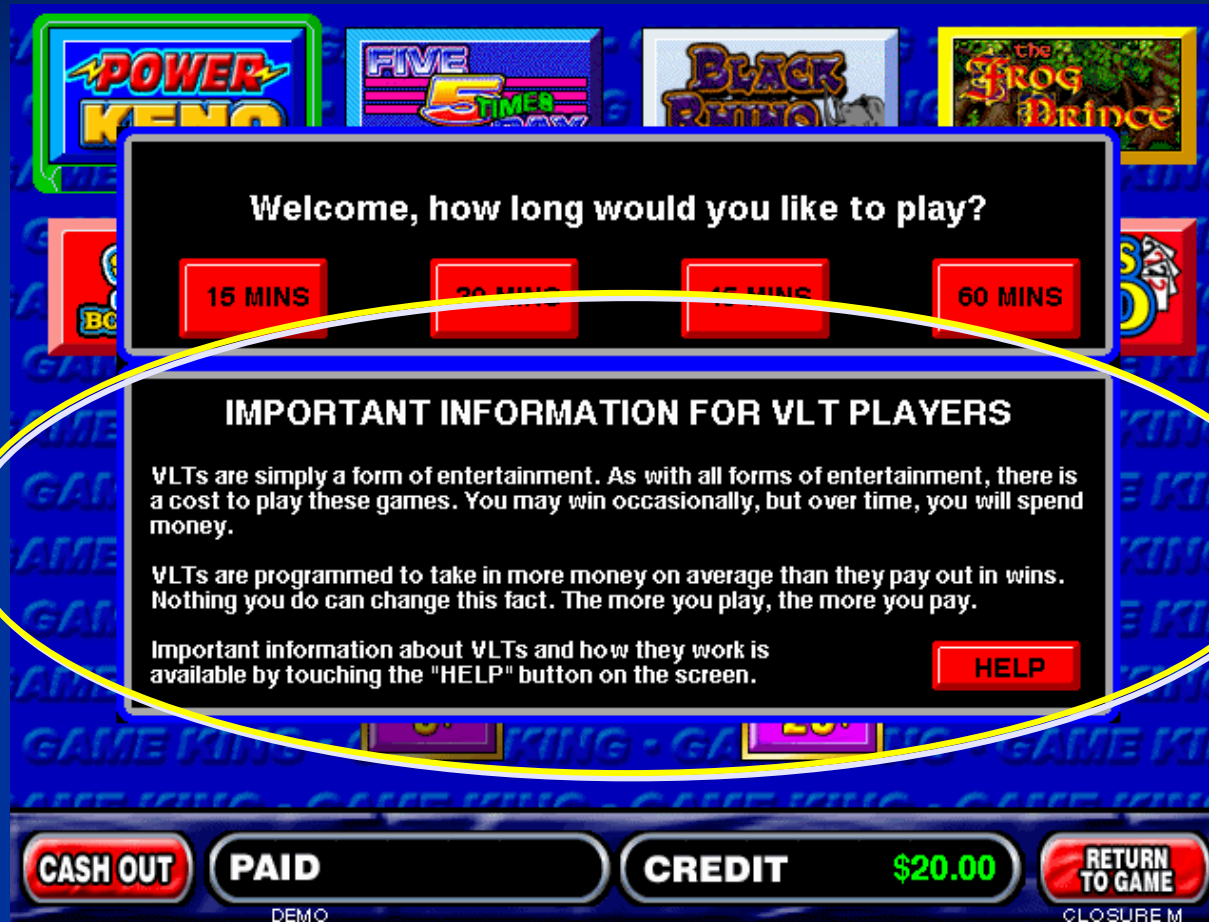
- As a technology provider for the gaming industry IGT does not endorse or discourage the use of RG machine modifications. The company incorporates these features only at the request of their customers.

MLC Responsible Gaming Software Features



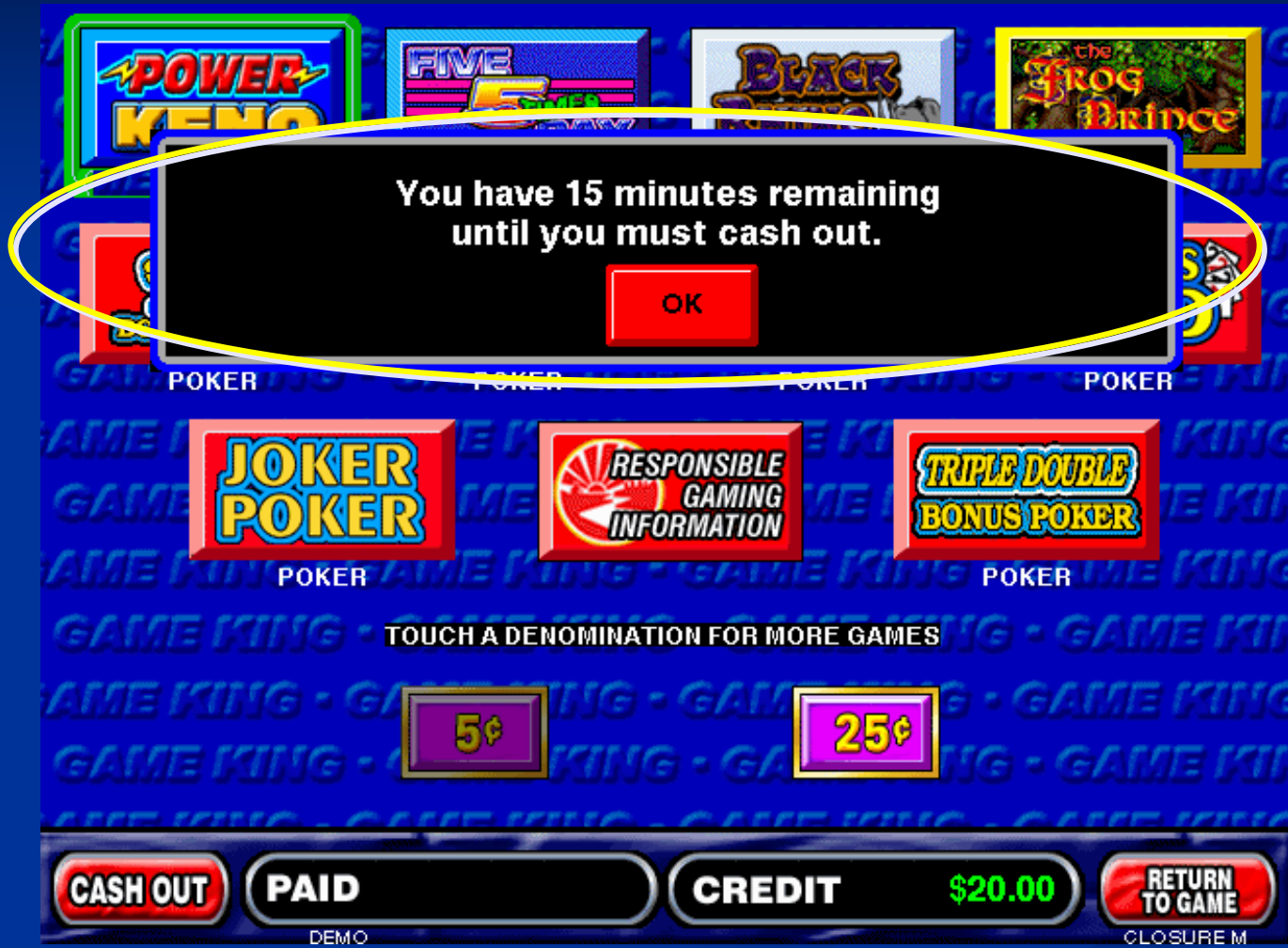
The main menu displays the responsible gaming banner message and the "Responsible Gaming Information" button.

MLC Responsible Gaming Software Features



The first player time session window displays the disclaimer text and the "HELP" button.

MLC Responsible Gaming Software Features



The 15 minute warning player time session window.

MLC Responsible Gaming Software Features

The screenshot shows a slot game interface with a blue background and various game icons at the top, including "POWER KENO", "FIVE", "BLACK", and "the Frog Prince". A central black window with a white border contains the following text:

Time expired, you must now cash out.

CASH OUT

IMPORTANT INFORMATION FOR VLT PLAYERS

VLTs are simply a form of entertainment. As with all forms of entertainment, there is a cost to play these games. You may win occasionally, but over time, you will spend money.

VLTs are programmed to take in more money on average than they pay out in wins. Nothing you do can change this fact. The more you play, the more you pay.

Important information about VLTs and how they work is available by touching the "HELP" button on the screen.

HELP

At the bottom of the screen, there is a control bar with the following elements:

- CASH OUT** button
- PAID** button
- CREDIT** button
- \$20.00** credit amount
- RETURN TO GAME** button

Small text below the buttons reads "DEMO" and "CLOSURE M".

The final player time session cash out window displays the disclaimer text and the "HELP" button.

MLC Responsible Gaming Software Features

ROYAL FLUSH	\$125.00	\$250.00	\$375.00	\$1000.00
STRAIGHT FLUSH	\$12.50	\$25.00	\$37.50	\$62.50
4 OF A KIND	\$6.25	\$12.50	\$18.75	\$31.25
FULL HOUSE	\$1.50	\$3.00	\$4.50	\$7.50
FLUSH	\$1.25	\$2.50	\$3.75	\$6.25
STRAIGHT	\$1.00	\$2.00	\$3.00	\$5.00
3 OF A KIND	\$0.75	\$1.50	\$2.25	\$3.75
TWO PAIR	\$0.50	\$1.00	\$1.50	\$2.50
JACKS OR BETTER	\$0.25	\$0.50	\$0.75	\$1.25

Clock display showing “game time remaining”.



MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

GAMBLING RESPONSIBLY

Manitoba Lotteries is committed to providing a fun and entertaining gaming experience in a socially responsible manner to generate benefits for all Manitobans.

Please take a few moments to learn more about responsible gaming and playing within your limits. The key to playing games of chance responsibly is to:

- 1) Understand that playing VLTs involves the spending of money over time, just like any other form of entertainment.
- 2) Before you start playing, determine the amount of time and money that is appropriate for you to spend.
- 3) Set a budget and stick to it.

Touching the “Responsible Gaming Information” button on the main menu or the “HELP” button in the disclaimer window displays the responsible gaming information help screens- Page 1:

NEXT PAGE **PRINT HELPLINE PHONE NUMBERS** **EXIT HELP**

MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

RESPONSIBLE GAMING FEATURES

Manitoba Lotteries has placed responsible gaming features on all VLTs that are intended to help you play responsibly. The features include:

- 1) A clock to show the time of day.
- 2) A cash display to help you play within your budget.
- 3) Pop-up time reminders and a mandatory cash out to provide breaks in play.
- 4) The ability for you to set a time limit for your play.

PREVIOUS PAGE **NEXT PAGE** **PRINT HELPLINE PHONE NUMBERS** **EXIT HELP**

Responsible gaming information help screen, Page 2:



MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

CAN YOU IMPROVE YOUR ODDS OF WINNING?

No, you can't. It is impossible to predict when a winning hand or combination will happen on a VLT. Each symbol that comes up is chosen randomly.

You CANNOT improve the odds by:

- 1) Pressing the buttons in a certain way or touching the screen. The outcome is determined the instant the play button is pressed.
- 2) Playing a machine that has or has not had a recent big payout. VLTs are random games of chance - knowledge of previous wins or losses will not improve your chances of winning.
- 3) Playing at certain times of the day, night, week or month. Wins or losses are not related to when the machines are played.
- 4) Playing for a longer or shorter period - the longer you play, the more you will pay over time.

Responsible gaming information help screen, Page 3:

PREVIOUS PAGE NEXT PAGE PRINT HELPLINE PHONE NUMBERS EXIT HELP



MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

RANDOMNESS

Every time the play button is pressed on a VLT, the outcome is determined by a random number generator located inside each machine. Every time the play button is pressed, a new, independent random draw is made. Each bet placed cannot be influenced by anything other than the random number generator and there are no patterns or clues that indicate when a win will happen. Randomness means that all future outcomes will be unpredictable.

PREVIOUS PAGE **NEXT PAGE** **PRINT HELPLINE PHONE NUMBERS** **EXIT HELP**

Responsible gaming information help screen, Page 4:

MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

GUIDELINES FOR RESPONSIBLE GAMING

- 1) Play for entertainment, not to make money. The odds for any game ensure, that over time, the player will not come out ahead.
- 2) Set a budget and stick to it. Research has shown that if you set a limit before you begin playing, you are much more likely to stop once you've spent your budgeted amount.
- 3) Don't chase your losses. Accept them as the cost of entertainment. All gaming products are based on odds and you can't control the outcome of the game. Remember ... these are games of chance.
- 4) Don't use money intended for everyday expenses or borrow money to play games of chance.
- 5) Balance gaming with other leisure activities and set a time limit. The act of gaming shouldn't be all encompassing and should be balanced with other activities you enjoy.
- 6) Take regular breaks while playing.

PREVIOUS PAGE NEXT PAGE PRINT HELPLINE PHONE NUMBERS EXIT HELP

MLC Responsible Gaming Software Features

RESPONSIBLE GAMING INFORMATION

DEMO CLOSURE M

HELP RESOURCES

If gambling isn't fun for you anymore or you think you might need some help controlling it, you can call the Problem Gambling Helpline:

1-800-463-1554 (outside Winnipeg)

944-6382 (in Winnipeg)

The Problem Gambling Helpline is operated by professionals trained to provide information and support for those affected by gambling. It's free, confidential and available 24 hours a day 7 days a week.

Responsible gaming information help screen, Page 6:

PREVIOUS PAGE PRINT HELPLINE PHONE NUMBERS EXIT HELP

Printing of the Responsible Gaming Banner Message

PROBLEM GAMING HELPLINE

Remember, keep it a game...
If it's no longer a game,
help is available.

1-800-463-1554 (outside Winnipeg)
944-6382 (in Winnipeg)

Smart Cards: The Next Phase

Basic Features:

- Anonymous enrollment
- Self exclusion on GM by player
- Self limitation on time and money
- Account information
- Responsible Gaming Information

Potential Downside Of RG Machine Modifications

- Impact on non-problem players
- Privacy issues
- Enforcement of self exclusion option
- Card sharing in smart card environment
- Triggers - "chasing losses"

**“Gambling addiction doesn’t
come in machines any more than
alcoholism comes in bottles. It
comes in people.”**

**Reese Middleton, Executive Director,
Louisiana Association on Compulsive
Gambling**