



IVTs and tools for responsible gambling

Multix and Belago, Norsk Tipping's IVTs

Loutraki Greece, September 2012
Senior adviser Jonny Engebø



Content

- Multix and Belago
- Tools for responsible gambling
- mandatory and voluntary
- Player data
- Tools' impact on revenue
- Data from the national helpline for problem gamblers
- Some conclusions / raised questions

Data from Norsk Tipping (operator of the IVTs)
Data from the national helpline for problem gamblers
produced by The Norwegian Gaming Authority



Multix and Belago



	Multix	Belago
Launched	2009	2011
Number of terminals (Q2 2012)	2 800	1 000
Locations	Mostly kiosks	Bingo premises
All terminals connected to one central server		
Cash less (player use player account through the player card)		
Age limit	18	18
Closed at night		



Stakes and prizes



	Multix	Belago
Maximum stake	NOK 50	NOK 50
Maximum prize	NOK 1.500	NOK 2.500
Jackpot	None	NOK 12.000 local NOK 50.000 national
Minimum game duration	3 sec	3 sec



Multix in kiosks



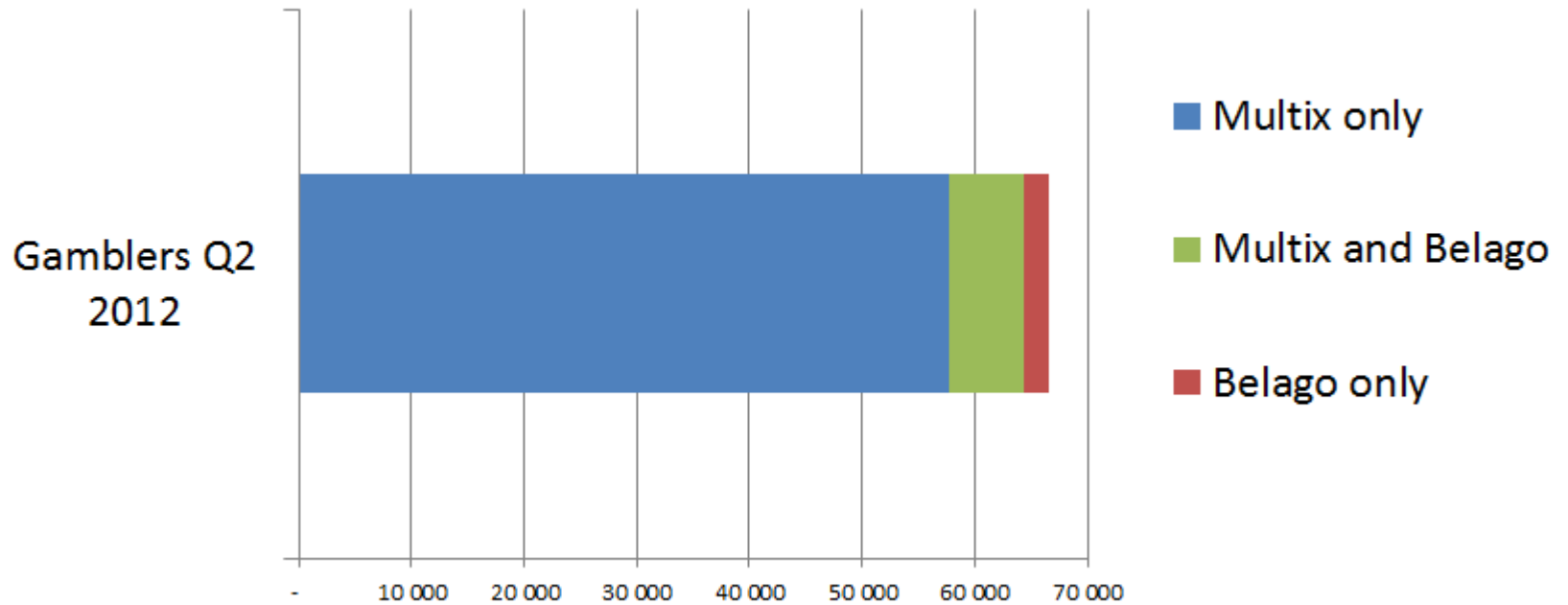
Belago in bingo premises



Tools for responsible gambling

	Multix	Belago
Mandatory loss limits:	NOK 400 (€ 50) per day NOK 2.200 (€ 290) per month	NOK 800 (€ 100) per day NOK 4.000 (€ 530) per month
Personal loss limits	Voluntary to accept or set lower	Mandatory to accept or set lower
Personal time limits	Voluntary	Voluntary
Mandatory break after 1 hour	10 minutes	30 seconds
Personal player breaks	day/week/month	day/week/month
Permanent exclusion		
	No autoplay	No autoplay

Player data



Multix in total: 64.400

Belago in total: 8.800

Gambling on both: 6.600

75 % of Belago players also gamble on Multix

10 % of Multix players also gamble on Belago

Q2 - 2012

	Multix only	Both	Belago only
Number of players	57.780	6.621	2.207
Average age	42	47	50
Pct women	24 %	36 %	37 %
GGR per player NOK	1.758	4.914 M: 2.570 - B: 2.344	1.619
Average days played	13	M: 19 – B: 10	8
Average sessions played	31	76 M: 47 – B: 29	23
Average sequences played	3.652	11.138 M: 6.021 – B: 5.117	3.430

Mandatory tools (Q2 2012)

	<u>Multix</u>	<u>Belago</u>
Players reaching monthly maximum loss limit		
Total (1, 2 or 3 limits)	24 %	12 %
1 monthly limit	13 %	8 %
2 monthly limits	8 %	3 %
3 monthly limits	4 %	1 %
Sessions stopped with mandatory break	1,4 %	2,9 %



Players reaching the monthly maximum loss limits

Q2 2012	Gambling on Multix only	Gambling on both	Gambling on Belago only
One, two or three monthly limits (Multix)	23 %	36 %	
One, two or three monthly limits (Belago)		13 %	8 %
1 limit	12,4 %	21,9 %	5,8 %
2 limits	7,4 %	12,3 %	1,9 %
3 limits	3,6 %	6,0 %	0,6 %
4 limits		1,5 %	
5 limits		0,6 %	
6 limits		0,2 %	

Players stopped by hourly mandatory break

Q2 2012	Gambling on Multix only	Gambling on both	Gambling on Belago only
Multix (10 minutes per hour)	19%	33 %	
Belago (10 sec per hour)		29%	20 %

Use of voluntary tools (Q2 2012)



The picture shows Multix.
Same features for Belago.

Players with personal loss limits (lower than maximum)

<u>Pct. players with individual set limits</u>	<u>Multix</u>	<u>Belago</u>
DAY	1,7 %	1,0 %
WEEK	2,1 %	2,2 %
MONTH	1,4 %	0,7 %
<u>total</u>	<u>3,1 %</u>	<u>3,0 %</u>
players with limits	1.985	264

<u>Average loss limit when set</u>	<u>Multix</u>	<u>Belago</u>
DAY	NOK 194	NOK 315
WEEK	NOK 1.093	NOK 2.413
MONTH	NOK 1.229	NOK 1.558

Players with personal lower loss limits

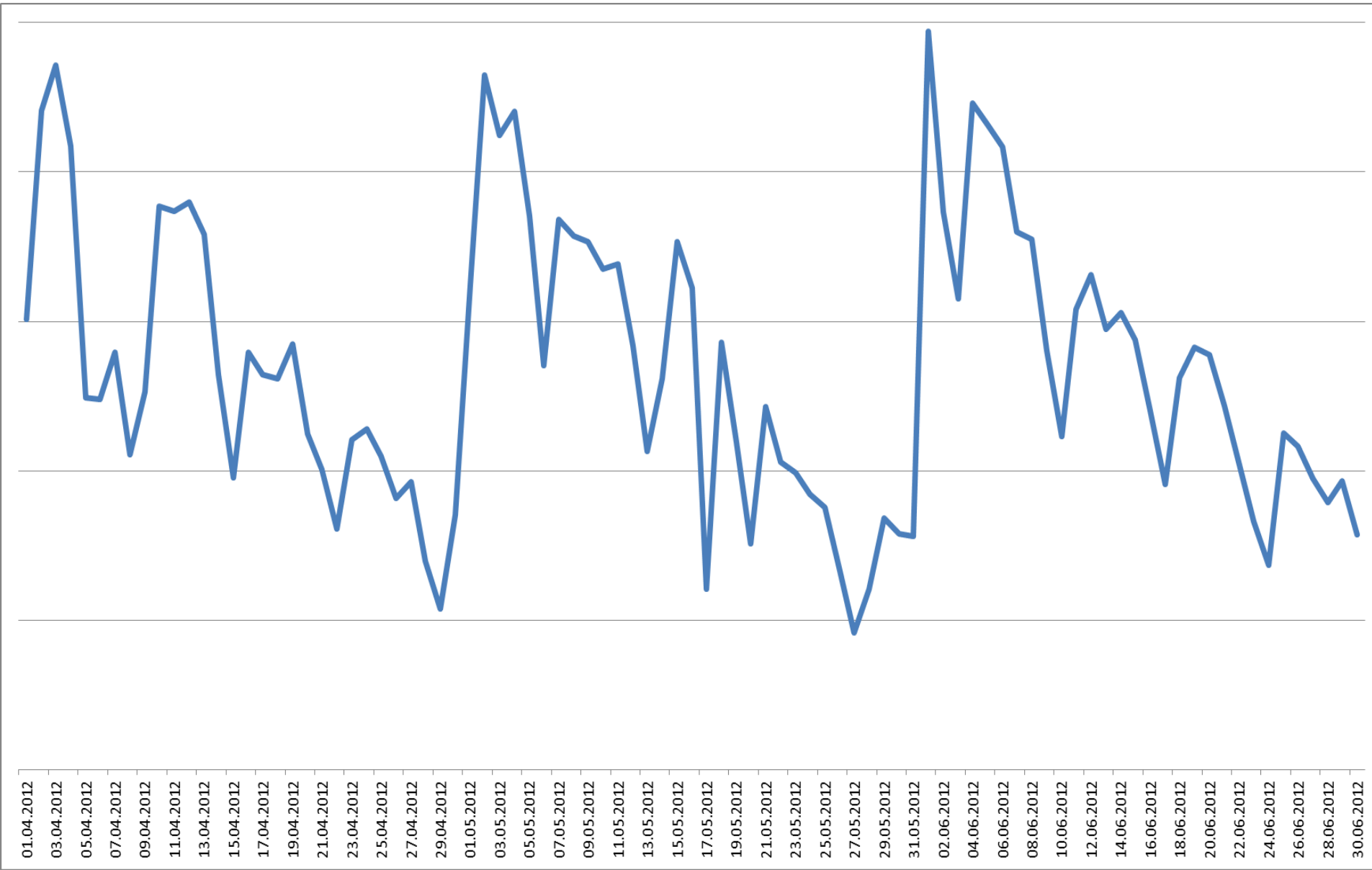
Q2 2012	Gambling on Multix only	Gambling on both	Gambling on Belago only
DAILY loss limit	2 %	3 % Multix	1 %
		1 % Belago	
WEEKLY loss limit	2 %	3 % Multix	2 %
		2 % Belago	
MONTHLY loss limit	1 %	2 % Multix	0 %
		1 % Belago	

Players with personal time limits

<u>Individual set time limits</u>	<u>Multix</u>	<u>Belago</u>
DAY	1,7 %	0,6 %
WEEK	1,1 %	0,4 %
<u>MONTH</u>	<u>1,1 %</u>	<u>0,4 %</u>
total	1,9 %	0,6 %
gamblers with limits	1.233	56

Multix-revenue goes down every 4.th week

Diagram shows GGR per day Q2 - 2012



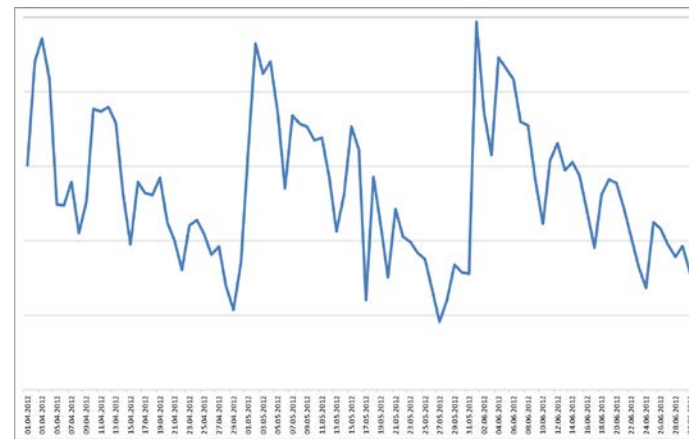
Multix – key figures 2012

	<u>Q1</u>	<u>Q2</u>
Number of terminals	2.900	2.800
Number of players	65.000	65.000
GGR NOK Millions	116	122

Stable figures

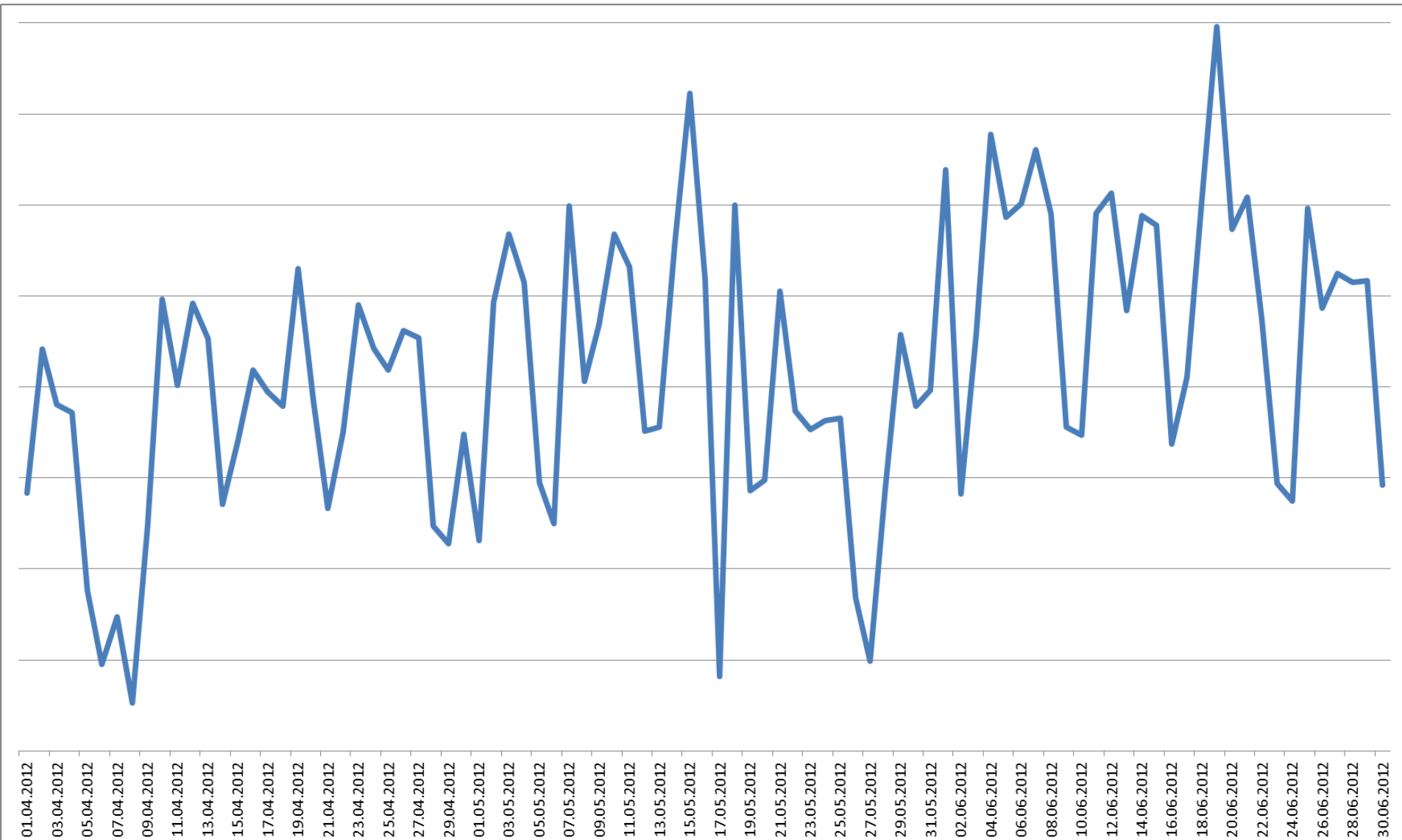
Changes in GGR trough Q2 mainly caused by ..

- mandatory loss limits
- other?



Belago-revenue

Diagram shows GGR per day Q2 - 2012



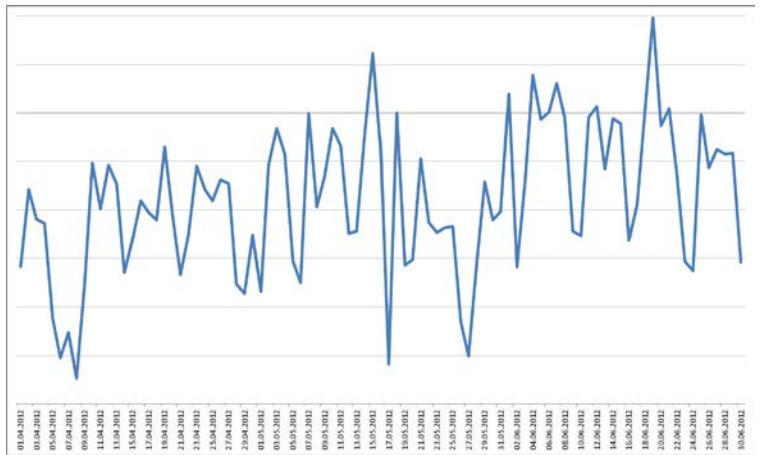
Belago – key figures 2012

	Q1	Q2
Number of terminals	800	1.000
Number of players	7.000	9.000
GGR NOK Millions	11	19

Increasing figures

Changes in GGR through Q2 caused by ...

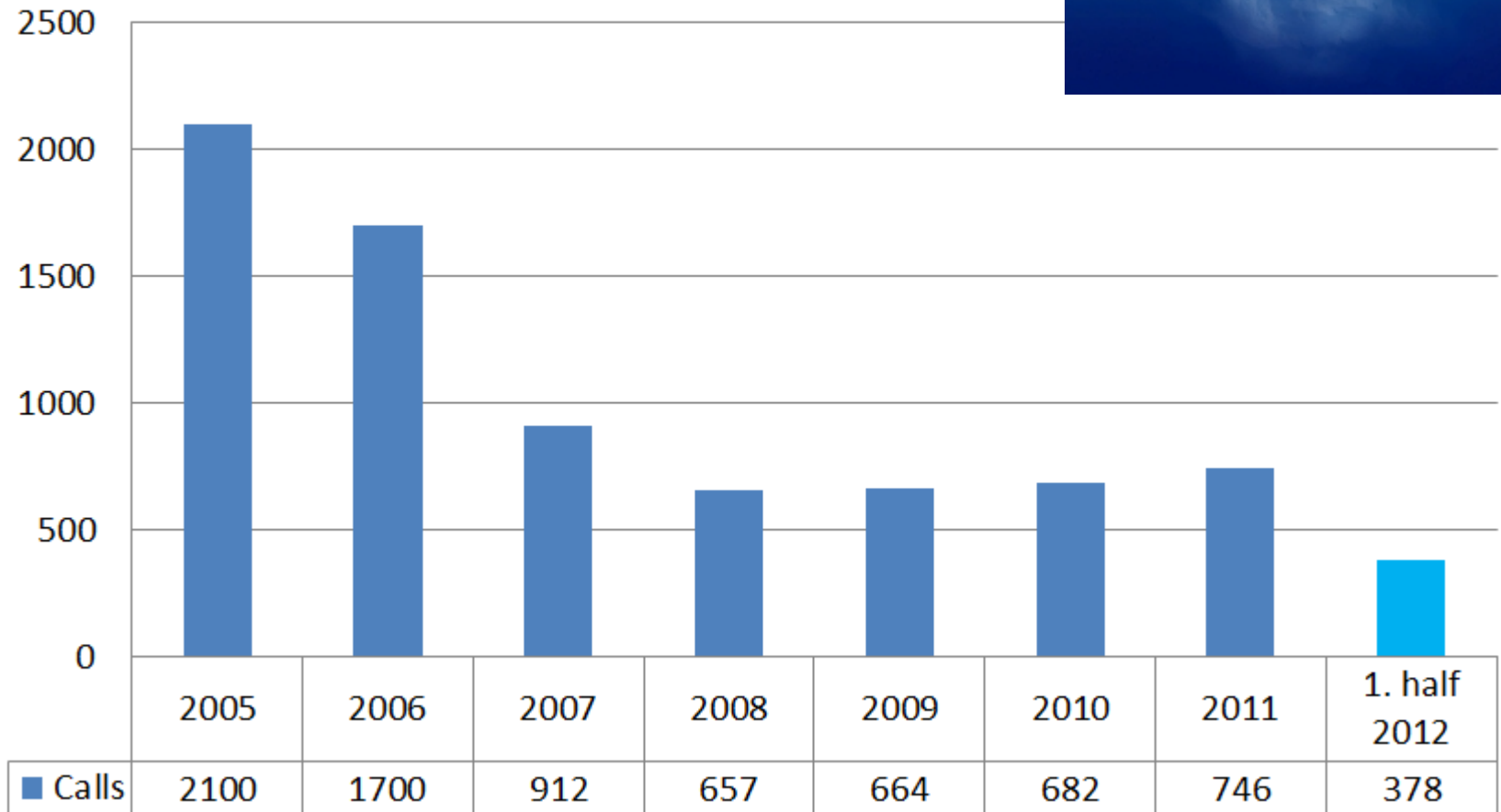
- more players
- more terminals
- jackpots ?
- other ?
- mandatory loss limits
- public holidays
(Easter, Constitutional day, Whitsun)



The Norwegian helpline for problem gamblers



Calls from or about players
(money games)



The helpline for problem gamblers

	2005	2006	2007	2008	2009	2010	2011	1. half 2012
Total number of calls about money games	2 100*	1 700*	912	657	664	682	746	378
Most problematic games in first time calls:								
Slot machines	1 256	981	267	12	4	0**	0	0
Multix (NT-IVTs)					5	12	25	24
Bingo and bingo games	5 ***	35	51	61	92	91	104	49
Belago (NT-IVTs)							0	0
Casino games (internet)****	7	7	21	40	56	75	109	78
Poker	96	126	196	217	164	141	122	61
Betting	30	33	48	66	66	134	120	65
Horse racing	29	21	32	39	61	58	54	28

*) Before 2007 calls about computer games were not specified.

**> 3 calls are showed as 0 calls

***> Bingo games (side games) were first registered from 2006.

****> Casino games includes slot machines on internet from 2008.

Multix and Helpline data

	2005	2006	2007	2008	2009	2010	2011	<i>1. half 2012</i>
Slot machines	1 256	981	267	12	4	0	0	0
Multix (NT-IVTs)				0	5	12	25	24

Multix replaced former slot machines

=> led to a big drop in number of calls

Belago and Helpline data

	2005	2006	2007	2008	2009	2010	2011	1. half 2012
Bingo and bingo games	5 ***	35	51	61	92	91	104	49
Belago (NT-IVTs)							0	0

So far no calls about Belago as the main problematic game, but...

Belago replaces one former type of bingo game in bingo premises
(electronic side game called *Bingoautomat*)

The ban on Bingoautomats (2010) led to increased gambling on other
electronic side games (called *Databingo*)

Game rules for Databingo are now changed (2012)
(lower event frequency)

Conclusions and raised questions

- Shorter experience with Belago than Multix, but ...
- Fewer are stopped gambling with Belago's mandatory loss limits than Multix (the limits are higher for Belago)
- In spite of mandatory use of personal budget and higher ceiling: Belago gamblers do not more often set lower personal limits (due to different gamblers or different environments?)
- Would higher mandatory loss limits led to more individual set limits?
- Mandatory loss limits have an impact on the volume of gambling, especially for Multix
- So far Belago is not amongst the most problematic games mentioned at the helpline. Increasing number mentions Multix, but in a much smaller proportion than for the earlier slot machines

Thank you !