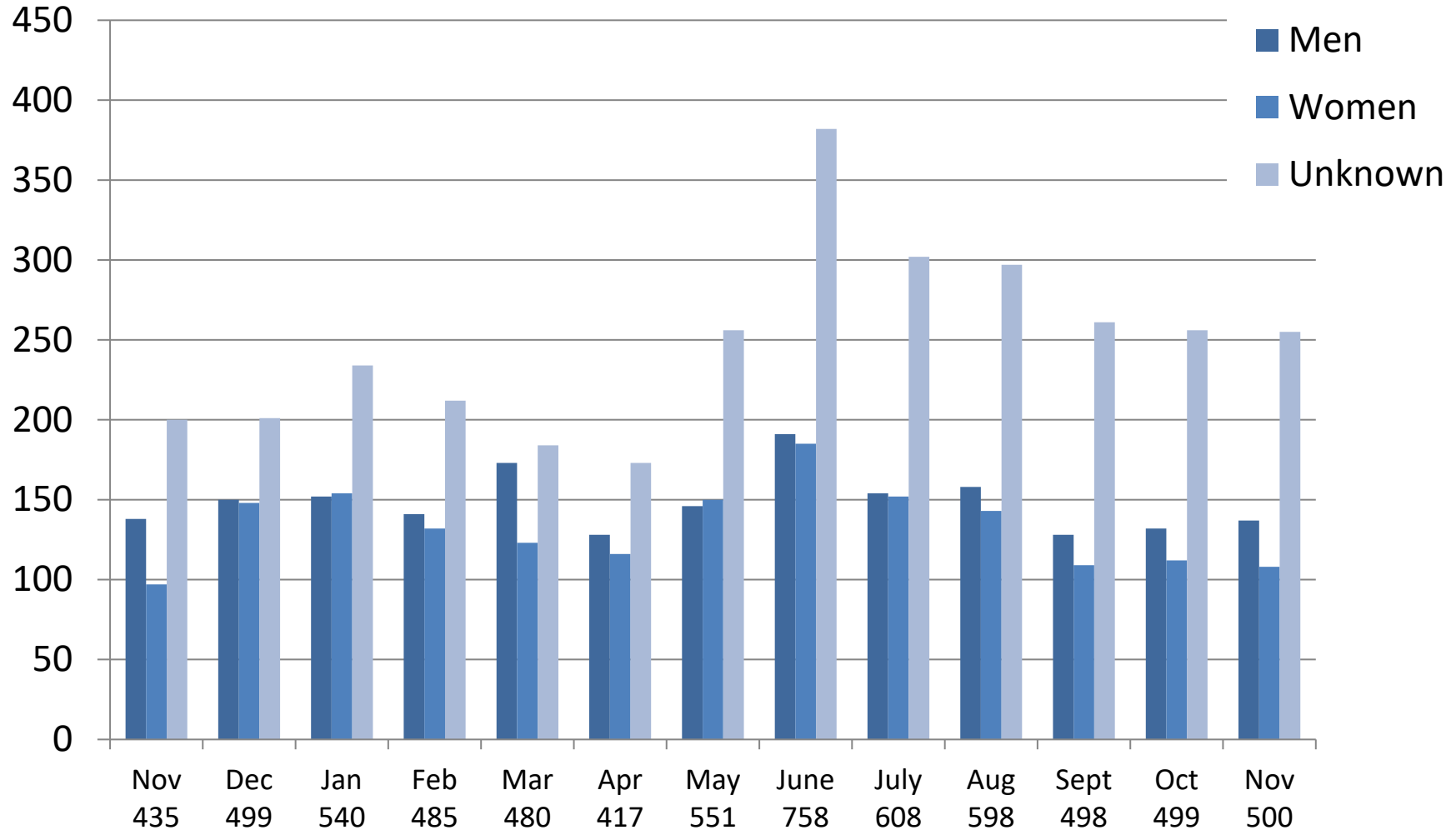


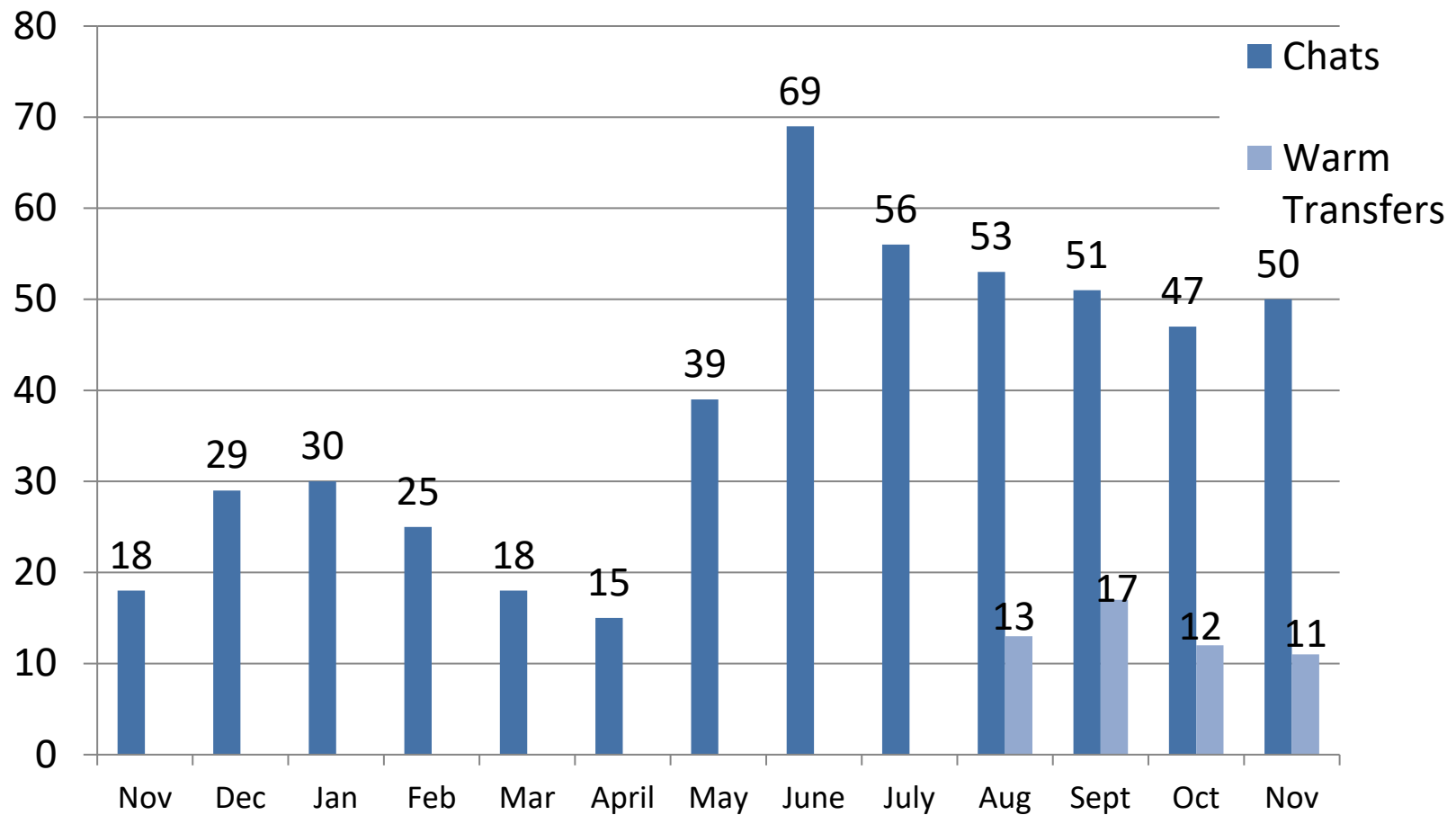
# Problem Gambling Helpline Calls

The below chart indicates the number of calls each month from November 2019 – November 2020. The data reflects total number of calls and the gender of the caller.



# Problem Gambling Helpline Chats & Warm Transfers

The below chart indicates the number of chats & warm transfers each month from November 2019 – November 2020.



- The Live Chat feature was launched November 2015.
- The Warm Transfer Program was launched in August 2020.