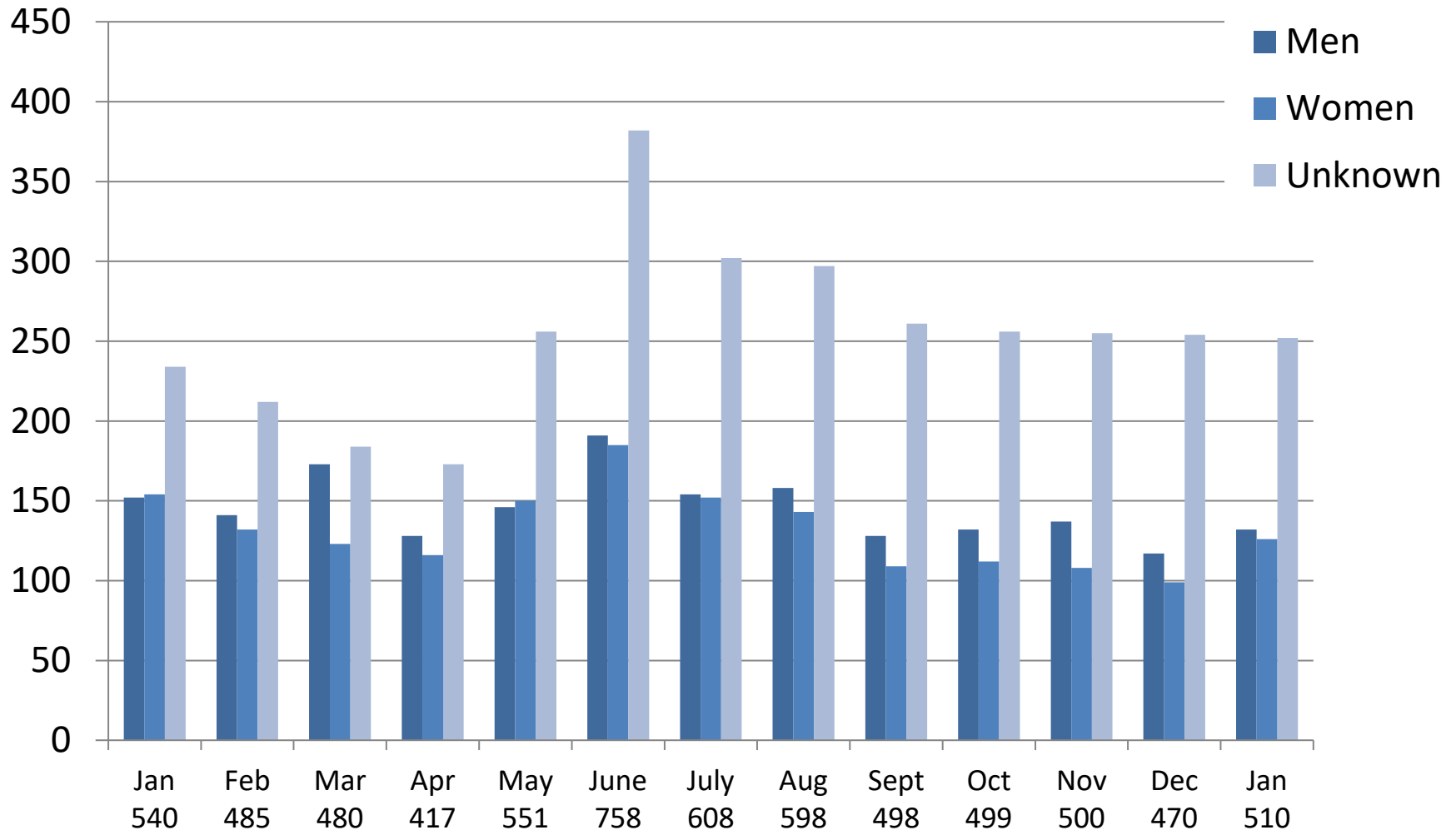


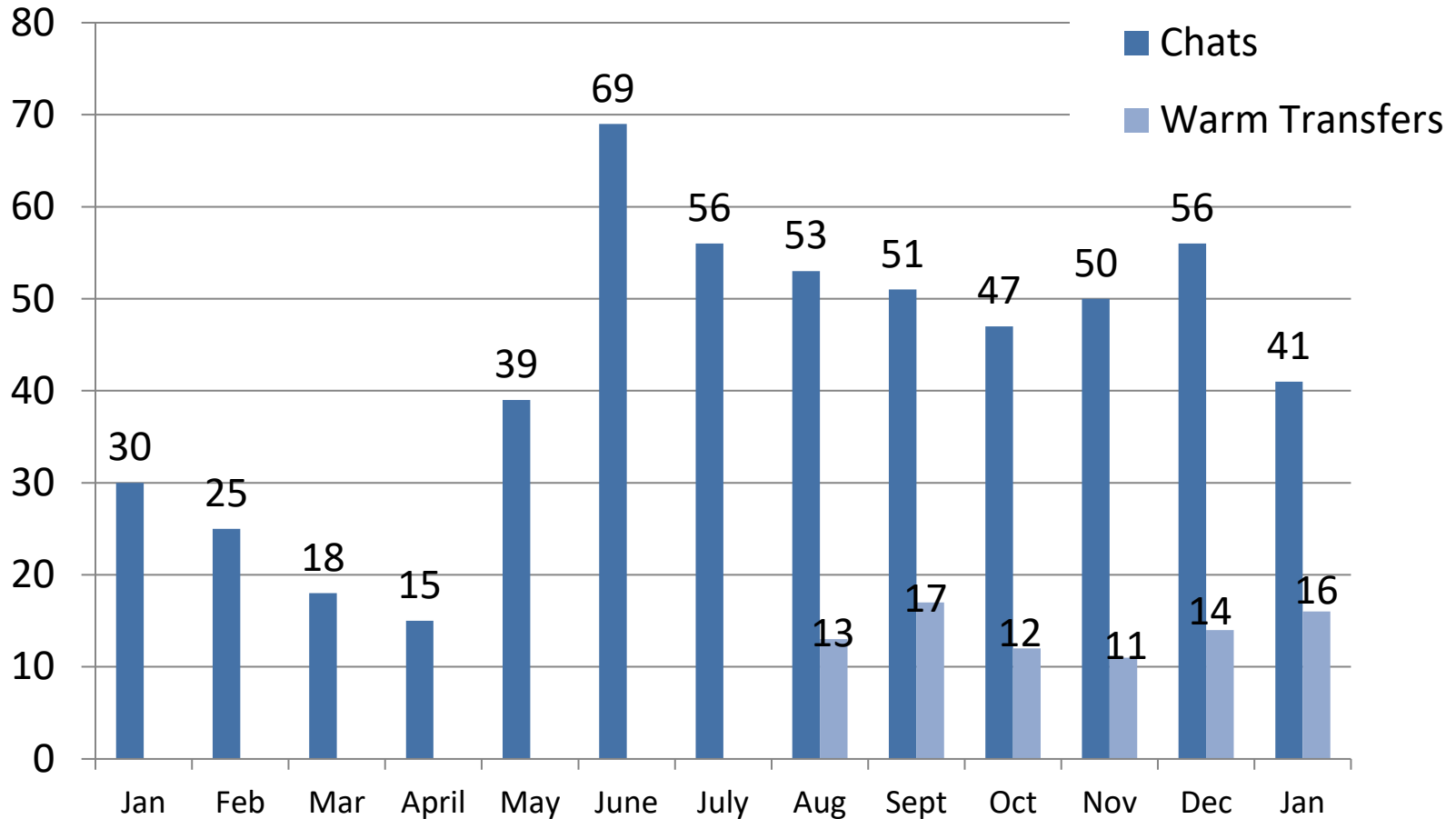
Problem Gambling Helpline Calls

The below chart indicates the number of calls each month from January 2020– January 2021. 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 January 2020– January 2021.



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