?National Gambling HelpLine to Cease 0845 Number in March

Wednesday 8 February, 2017

National problem gambling support charity GamCare, who operate the ***National Gambling HelpLine*** for anyone seeking information, advice and support regarding problem gambling across England, Scotland and Wales, are switching off their previous 0845 number in March 2017.

The HelpLine has been operating a Freephone number (**0808 8020 133**) since 2012 and gradually transitioning to reduce the number of calls received on the previous 0845 number, which charged callers to contact the HelpLine.

The National Gambling HelpLine is advertised on gaming machines across the UK to ensure that any players concerned about their gambling behaviour know where to turn for free, confidential and specialist support.

If any operators believe that information displayed needs to be updated, they are urged to contact GamCare as soon as possible to take advantage of free stickers, leaflets and posters for their venues.

Dirk Hansen, CEO at GamCare, says: *"GamCare is committed to providing an accessible service for anyone affected by problem gambling, including friends and family affected by the issue. Providing a Freephone number is a key component in reducing the barriers for those seeking help and support."*

For more information visit www.gamcare.org.uk or call GamCare on 020 7801 7000 to arrange new materials.

ENDS

For more information please contact Catherine Sweet, Marketing and Communications Manager, at catherine.sweet@gamcare.org.uk or on 020 7801 7000.

Notes to editors:

GamCare – Working to minimise gambling-related harm

- GamCare is the leading national provider of information, advice, support and free counselling for the prevention and treatment of problem gambling. Our expert services are confidential and non-judgemental.
- GamCare operates the National Gambling HelpLine on Freephone **0808 8020 133** or via web chat at www.gamcare.org.uk. Advisers are available 8am – Midnight, seven days a week.
- Moderated chatrooms are also open daily, and peer-to-peer support is available through the GamCare Forum.
- For more information on GamCare counselling services, visit www.gamcare.org.uk/free-counselling

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