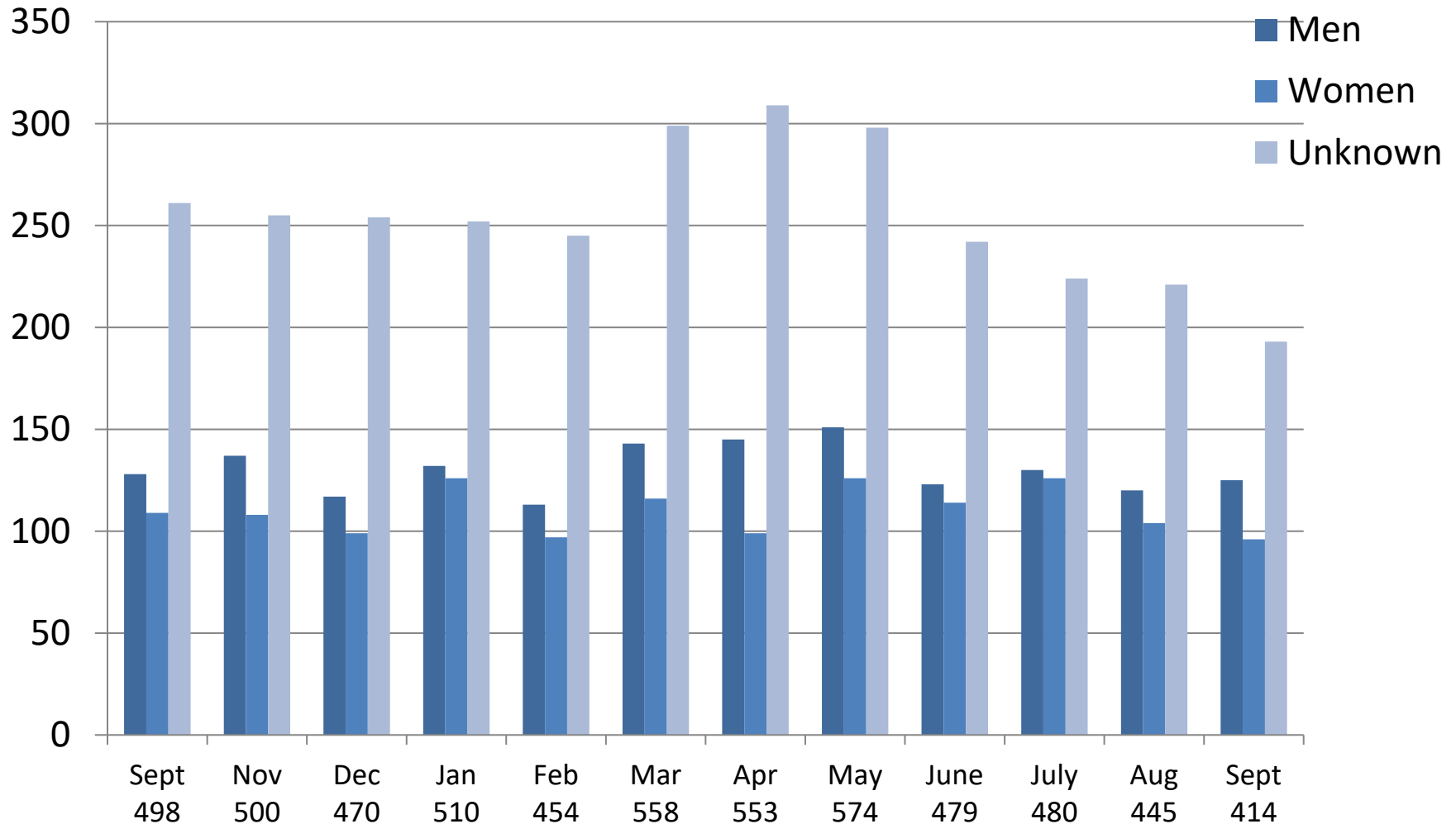


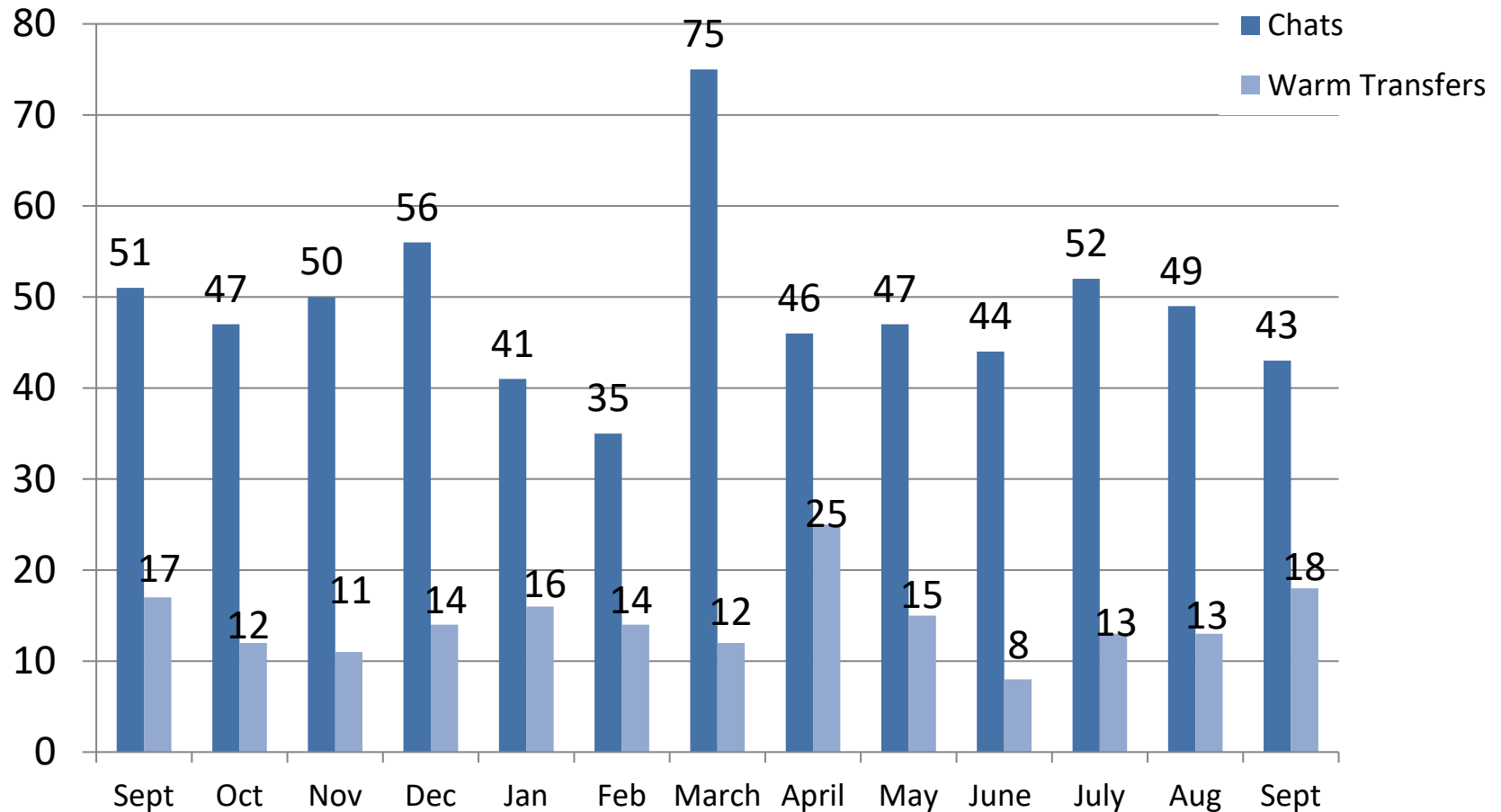
Problem Gambling Helpline Calls

The below chart indicates the number of calls each month from September 2020- Sep 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 September 2020 – September 2021.



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