



**Irish Banking
Culture Board**

Common Commitment of Care for Problem Gambling



Why have a Commitment of Care for Problem Gambling

The Irish Banking Culture Board (IBCB) and its member banks – AIB, Bank of Ireland and PTSB – recognise that for some people gambling can become a harmful addiction. It can pose risks for individuals and their families. We understand problem gambling can damage:

- Relationships
- Finances
- Employment
- Mental health

Our member banks want to help all customers who are struggling with problem gambling. When customers ask us for support, IBCB member banks will respond by helping them.

Commitments

As part of this Common Commitment of Care, each IBCB Member Bank agrees to provide the following:

Website information

Each member bank will have a specific page about problem gambling on their website. It will give details of how the banks can support customers with a gambling problem.

The bank websites will also include information about other external supports such as:

- Gambling Care which includes a 24/7 support helpline
- MABS (Money Advice and Budgeting Service)

A customer support phone line

Each member bank will have a customer support phone line. These phone lines, listed below, will be open Monday to Friday from 9am to 5pm (excluding bank holidays).

Specially trained staff

Each support phone line will have specially trained staff customers can talk to. These staff understand the challenges associated with gambling difficulties. They will support customers with sensitivity.

Voluntary card blocking

If a customer requests it, each member bank can implement card blocking for gambling websites

Each member bank is committed to developing IT improvements to further help customers with problem gambling.

Customer support phone lines. Phone calls cost the same as phoning from a landline.

Bank	Support phone line to talk about problem gambling
AIB	0818 227 056
Bank of Ireland	0818 200 423 01 250 0423
PTSB	0818 818 721 From abroad: + 353 1 655 0581

For more information on the IBCB's Common Commitment of Care for Problem Gambling, please visit our website:

<http://www.irishbankingcultureboard.ie/problemgambling>

Support services to help with problem gambling



Helpline: 1800 936 725

Helpline open: **365 days a year 9am-11pm**

gamblingcare.ie is operated by Gambling Awareness Trust.

Website: <https://gamblingcare.ie>

Email: info@gamblingawarenesstrust.ie



Helpline: 0818 07 2000

Helpline open: **Mon-Fri 9am-8pm**

MABS (The Money Advice and Budgeting Service)

MABS is the Irish money advice service. It has been supporting people with money advice, budgeting and problem debt for 30 years.

Its services are free of charge.

MABS can help you if you need help with debt and budgeting. You can get impartial advice from MABS to help you manage your money and take control of debt.

It offers support online, over the phone and face to face.

Find out about what MABS does: www.mabs.ie/en



The Gambling Regulatory Authority of Ireland regulates for gambling, gaming, betting and certain lottery activities. Its role is to make sure gambling activities are well regulated and fair. This includes setting up safeguards for children and other vulnerable people to address the harms gambling can cause.

Website: www.grai.ie/gambling-safety/understand-your-gambling/get-help



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