

April 2024

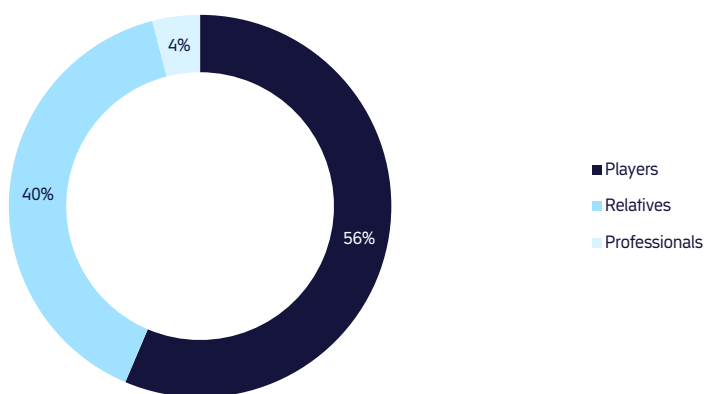
Almost 3,000 have contacted helpline against gambling addiction

Since the Danish Gambling Authority opened the StopSpillet helpline in 2019, the advisers have received 2,933 inquiries. Figures indicate that many of the players who contact the helpline have a problematic relationship with gambling.

Since 2019, players, relatives and professionals have had the opportunity to contact StopSpillet for advice and guidance on responsible gambling and gambling addiction.

Since the establishment of StopSpillet, the helpline has received nearly 3,000 inquiries. The majority of this has come from players, who have been responsible for just over 1,650 inquiries, corresponding to 56 per cent. Just over 1,150 inquiries have been from relatives of players, corresponding to 40 per cent, cf. figure 1. In approx. half of these inquiries, it is a parent who contacts StopSpillet.

Figure 1. Inquiries to StopSpillet, Jan. 2019 – Feb. 2024



Source: The Danish Gambling Authority.

Many of the players have a problematic relationship with gambling

When players contact StopSpillet, they can, among other things, get help to clarify whether they have a problematic relationship with gambling. This is done, among other things, by

5.94

Score on gambling addiction test

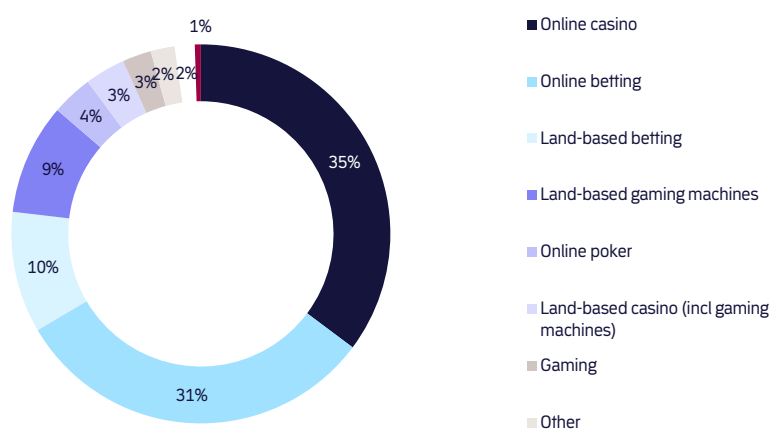
Players who turn to StopSpillet score an average of 5.94 on a scale of 0 to 9 in a gambling addiction test. A score of 4 or above indicates gambling problems.

talking about their relationship with gambling and by using a gambling addiction test, which consists of a number of questions about the players' gambling habits and behaviour. The test generates a score from 0 to 9. If the player scores 4 or above, it indicates that the player has a problematic relationship with gambling. The average score for the players who have contacted StopSpillet is 5.94. The figures therefore indicate that the players who contact StopSpillet in fact have a problematic relationship with gambling.

Online gambling makes up the majority of players' preferred game types

When StopSpillet's advisers talk to players, they also ask what types of games they play. Online casino and online betting make up a total of 67 per cent. of the game types the players have indicated, *cf. figure 2*. Land-based betting and land-based gaming machines make up a total of 20 per cent. of the specified game types. In addition, there are also players who have mentioned poker (both land-based and online), land-based casino, land-based lottery and gambling in connection with video games (gaming).

Figure 2. Players' favorite game types, Jan. 2019 – Feb. 2024



Note: Up to two game types are registered per player. Only players who have contacted StopSpillet themselves are included.
Source: The Danish Gambling Authority.

Ongoing development of the effort

The Danish Gambling Authority works continuously to increase awareness of StopSpillet, for example through campaigns.

Trained advisers sit by the phone when players, relatives or professionals call the helpline. The advisers work continuously to develop their knowledge and skills. They do this, among other things, through theme days with presentations on relevant topics such as treatment of gambling addiction, problems in connection with gambling elements in gaming and exchange of experience with other helplines.

Box 1: Do you gamble too much – or know someone who does?

StopSpillet is the Danish Gambling Authority's helpline on gambling addiction. StopSpillet is for anyone who needs advice and guidance on responsible gambling and gambling addiction. Advisers are ready to talk to players and relatives, to jointly find out which options will best help the individual player further.

All inquiries to StopSpillet are treated confidentially. StopSpillet's advisers are professionals and trained to advise and guide in responsible gambling and gambling addiction. The Danish Gambling Authority does not pass on information from the conversations to other authorities.

Read more about the helpline at stopspillet.dk and about the Danish Gambling Authority's other preventive measures at Spillemyndigheden.dk.