

## 1. Information and Consent

**\*1. Before you decide to take part in this research study it is important that you understand why this research is being undertaken and what will be required of you.**

**The Gambling Act 2005 places obligations on gambling organisations in terms of responsible gambling practices that they should adopt. As a user of a gambling website we would welcome your views on various aspects of responsible gambling.**

**This survey should take you around 10-15 minutes to complete and all responses will be anonymous. Please be as honest as you can in your responses as the information you provide may be used to help shape the regulation of internet and remote gambling across a number of jurisdictions. This is an area of importance and the study will be used to propose recommendations to make the use of remote gambling sites safer and more enjoyable.**

**After completing the survey you will be entered into a prize draw, offering you the opportunity to win an i-pad 2. Any information you provide will be strictly anonymous and all personal data will be deleted once the prize draw for the i-pad 2 has been made.**

**Do you wish to proceed? (if no, please close this window to exit)**

Yes

**1. What types of gambling do you regularly participate in (at least once a month)?**

- Slot/Gaming Machines (Online)
- Video Poker (Online)
- Sports Betting and Horseracing (Online)
- Poker (Online)
- Blackjack (Online)
- Roulette (Online)
- Lottery (Online)
- Bingo (Online)
- Informal betting (e.g. with friends and colleagues) (Online)
- Betting on video games (Online)
- Slot/Gaming Machines (Offline)
- Video Poker (Offline)
- Sports Betting and Horseracing (Offline)
- Poker (Offline)
- Blackjack (Offline)
- Roulette (Offline)
- Lottery (Offline)
- Bingo (Offline)
- Informal betting (e.g. with friends and colleagues) (Offline)
- Betting on video games (Offline)

Other (please specify)

**2. If you had just lost a significant sum of money when gambling online which of the following would be the most likely outcome:**

- I would spend less money gambling
- I would spend more money gambling
- My spending would remain unaffected

### 3. On average, how often do you gamble on the Internet?

- 2-3 times per day
- Once a day
- 2-3 times per week
- Once a week
- 2-3 times per month
- Once a month
- 2-3 times per year
- Annually
- Never

### 4. Within the last 12 months, how often...

	Never	Sometimes	Most of the time	Almost always
Have you bet more than you could really afford to lose?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you needed to gamble with larger amounts of money to get the same feeling of excitement?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
When you gambled, did you go back another day to try and win back the money you lost?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you borrowed money or sold something to get money to gamble?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you felt that you might have a problem with gambling?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has gambling caused you any health problems, including stress or anxiety?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have people criticised your betting or told you that you had a gambling problem regardless of whether or not you thought it was true?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has your gambling caused any financial problems for you or your household?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Have you felt guilty about the way you gamble or what happens when you gamble?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

### 3.

#### 1. Please state to what extent you agree with the following statements about why you gamble on the Internet:

	Strongly Disagree	Disagree	Slightly Disagree	Neither Agree or Disagree	Slightly Agree	Agree	Strongly Agree
To relax	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's exciting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To relieve boredom	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To win money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To socialise	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To take my mind off other things	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To earn income	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To compete with others (e.g. bookmaker, other gamblers)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To vent aggression in a socially acceptable way	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It's fun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To be mentally challenged	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
To do something I enjoy for a change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

#### 2. Please select the response you believe to be most accurate regarding the relationship between Internet gambling and problem gambling:

- Internet gambling creates a lot more gambling-related problems than land-based gambling
- Internet gambling creates slightly more gambling-related problems than land-based gambling
- Internet gambling creates no more or no less gambling-related problems than land-based gambling
- Internet gambling creates slightly less gambling-related problems than land-based gambling
- Internet gambling creates a lot less gambling-related problems than land-based gambling

**3. To what extent do you think the following characteristics of Internet gambling affect the level of harm (e.g. financial, social, health etc) experienced by players?**

	Considerably increases harm	Slightly increases harm	No impact on harm	Slightly reduces harm	Considerably reduces harm
Convenience	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Privacy and anonymity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of higher jackpots	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Availability of better odds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Faster games	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The fact that you are not playing with actual cash but e-cash (i.e. there is no physical transaction of cash)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You can play more than one game at a time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It is not as exciting as land-based gambling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
There are better tools to help you gamble safer	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Promotions	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**4. What aspects of Internet gambling are most likely to increase the level of harm experienced by a player?**

**5. What aspects of Internet gambling are most likely to reduce the level of harm experienced by a player?**

**6. On average, how much do you win or lose each month when gambling on the Internet?**

If you win (£)

If you lose (£)

**7. Which ONE of the following statements best reflects your view on the action that should be taken to support those who demonstrate 'problems with their gambling'?**

- Players demonstrating 'problems with their gambling' should have their accounts terminated.
- Players demonstrating 'problems with their gambling' should not be interfered with.
- Players demonstrating 'problems with their gambling' should continue playing but should have access to tools (on a VOLUNTARY basis) to help them maintain control when gambling.
- Players demonstrating 'problems with their gambling' should continue playing but should have access to tools (on a MANDATORY basis) to help them maintain control when gambling.

None of the above (please specify)

**8. Please describe any changes you would like to see made to reduce potential harm in gambling games?**

**9. Using information that operators hold regarding your account, on which of the following would you like to receive information? (choose all that apply)**

- Whether I am at risk of developing gambling problems
- To what extent I already have gambling problems
- Under which circumstances does my behaviour become problematic
- Personally tailored suggestions for how to control my gambling

Other (please specify)

## 4.

### 1. How would you rate the following sites with regards social responsibility?

**\*NB Social responsibility relates to how honest the operator is with the customer; the extent you feel the operator has your well-being at heart; the extent you think the operator provides tools and information to help you manage how much you spend; and generally provides an open, transparent and fair gambling environment. Please only rate those sites that you have used.**

	Very Irresponsible	Quite Irresponsible	Quite Responsible	Very Responsible	Don't Know
Bet365	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Betfair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ladbrokes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
William Hill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Coral	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
BetFred	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Partygaming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
888.com	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
PaddyPower	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Skybet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Victor Chandler	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sporting Bet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pokerstars	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Full Tilt	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unibet	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>











When I have spoken to  
customer services staff they  
put my welfare first

**1. Which of the following continents would be your most frequent holiday destination?**

- Antarctica
- Africa
- Europe
- Asia
- North America
- South America
- Australia

**2. What is your ethnic background?**

- White - British
- White - Irish
- White - Scottish
- Irish Traveller
- Other White background
- Black/Black British - Caribbean
- Black/Black British - African
- Other black background
- Asian/Asian British - Indian
- Asian/Asian British - Pakistani
- Asian/Asian British - Bangladeshi
- Chinese
- Other Asian background
- Mixed - White and Black - Caribbean
- Mixed - White and Black - African
- Mixed - White and Asian
- Other Mixed Background
- Other Ethnic Background
- Not Known

Other (please specify)

**3. Are you?**

- Male
- Female

**4. How old are you?**

**5. Are there any other comments you wish to make? If yes please complete the box below**

**6. If you are interested in entering the prize for an i-pad2 please enter an email address where you can be contacted. The winner of the i-pad2 will be contacted before 31st May 2011. All addresses will be deleted after the draw and will not be used for any other purpose.**