



UPDATED March 2025

## SELF EXCLUSION FORM

Please print clearly and complete the form in entirety.

Full Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_

Home phone #: \_\_\_\_\_ Alternate phone #: \_\_\_\_\_

Driver's License #: \_\_\_\_\_ Height: \_\_\_\_\_ Weight: \_\_\_\_\_

Hair: \_\_\_\_\_ Eyes: \_\_\_\_\_ Gender: \_\_\_\_\_

Any other names used/alias: \_\_\_\_\_

• Self-exclusion provides people who are struggling with their gambling habits an opportunity to step away from gambling and refocus their lives and finances. It can provide you with access to additional community support to address your gambling and may also provide the needed support if you're unsure of how to manage next steps in recovery.

• All Customers entering into Self-Exclusion will forfeit any points, rewards, tier credits, comps, free play or other benefits previously earned from the Deadwood Mountain Grand, Silverado and Franklin rewards programs.

• Self-Exclusion status will remain active until customer requests to withdraw from the Self-Exclusion Program and Deadwood Mountain Grand, Silverado and Franklin casino management approves that request.

• Customer acknowledges that, once enrolled, the Self-Exclusion status will remain active for the time frame selected. The only exception will be for the permanent exclusion, it may be re-evaluated after a period of 5 years and after providing documentation of help received for Responsible Gaming, Addiction, etc. The Deadwood Mountain Grand, Silverado and Franklin Executive Management will have the final acceptance or denial of amending the self-exclusion.

I, \_\_\_\_\_ acknowledge that I am a problem gambler and voluntarily seek to exclude myself from Deadwood Mountain Grand, Silverado and Franklin properties. I hereby request and authorize Deadwood Mountain Grand, Silverado and Franklin to place my name on the list of self-excluded persons for a period of (select one):

90 Days

2 Years

Permanent

# ACKNOWLEDGMENT FORM

I have reviewed and understand the above terms and restrictions of this self-exclusion and agree to all of them.

Date: \_\_\_\_\_ Signature: \_\_\_\_\_

**Mail or deliver completed form with a picture and a copy of a current valid ID attached to:**

**Deadwood Mountain Grand  
Attn: Casino Manager  
1906 Deadwood Mountain Drive  
Deadwood, SD 57732**

or

**Silverado/Franklin  
Attn: Casino Manager  
709 Main St.  
Deadwood, SD 57732**

The Deadwood Mountain Grand, Silverado and Franklin is committed to our moral and ethical obligation to provide help to our fellow members and our clientele regarding problem gambling. The Deadwood Mountain Grand, Silverado and Franklin has obtained material regarding compulsive gambling and have placed informational pamphlets at all of our casinos and enclosed some in this packet. The various sources can be helpful in your quest for information about this illness and how to cope with the issues and problems that arise due to compulsive gambling.

Two organizations available are Gamblers Anonymous and GAM-Anon programs. Gamblers Anonymous is a worldwide association of people that share a common tie. Both Gamblers Anonymous and Gam-Anon programs are self-help groups that promote change and personal growth, usually in regards to addiction and other personal issues.

If an applicant wishes to exclude him/her self from the Deadwood Mountain Grand, Silverado and Franklin facilities, the option is theirs.

The Deadwood Mountain Grand, Silverado and Franklin would like to thank you and commend you for realizing that there is a problem and taking the corrective steps to resolve it.

Sincerely,

Deadwood Mountain Grand, Silverado and Franklin Gaming Properties



# SELF-EXCLUSION PROTOCOLS

Once a Self-Exclusion application is received and acknowledged by the Deadwood Mountain Grand, Silverado and Franklin casino management, the form will be given to the Compliance Officer and the following policies will take effect immediately:

1. Customer will be flagged in the Casino Player Management System, (Oasis). A memo flag will be placed on the customer's Player's Club database and noted the customer is on the Self-Exclusion list. This will prohibit the customer from playing slots, sports betting or table games, as well as withdrawing money from the cashier's cage.
2. The Oasis program will generate a monthly report of all players who are entered into the Self-Exclusion program. This monthly report will be submitted to the South Dakota Commission on Gaming when it is produced.
3. All customers who have submitted their names for self-exclusion will immediately forfeit all points, rewards, tier credits, comps, free play and any other benefits they have earned.
4. The self-excluded customer will be omitted from all mailing lists.
5. The Compliance Officer, IT or Casino Manager will maintain a 'Self-Exclusion' binder that will include documentation of the customer with photo as to easily identify customer on the list.



# GAMBLERS ANONYMOUS (G.A.) AND GAM-ANON INTERNATIONAL DIRECTORY

## **Gam-Anon International Service Offices, Inc.**

P.O. Box 157, Whitestone, NY 11357  
(718) 352-1671

Website: [www.Gam-anon.org](http://www.Gam-anon.org)  
E-mail: [Info3@gam.anon.org](mailto:Info3@gam.anon.org)

## **The National Council of Problem Gambling**

208 G Street NE, Washington, D.C. 20002  
(800) 522-4700 or (202) 547-9204

Website: [www.ncpgambling.org](http://www.ncpgambling.org)  
Email: [ncpg@ncggambling.org](mailto:ncpg@ncggambling.org)

## **Gamblers Anonymous**

International Service Offices

P.O. Box 17173, Los Angeles, CA 90017  
(213) 386-8789 or (213) 386-0030

Website: [www.gamblersanonymous.org/ga/](http://www.gamblersanonymous.org/ga/)  
Email: [isomain@gamblersanonymous.org](mailto:isomain@gamblersanonymous.org)

## **South Dakota Problem Gambling Help**

711 E. Wells Ave, Pierre, SD 57501  
(605) 773-5770

Website: [lottery.sd.gov/responsible/problem/](http://lottery.sd.gov/responsible/problem/)  
Email: [lottery@state.sd.us](mailto:lottery@state.sd.us)

## **South Dakota Behavioral Health Services**

<https://dss.sd.gov/behavioralhealth/services.aspx>

or, call the Problem Gambling Helpline at 1-888-781-HELP.  
Your call is always confidential.

