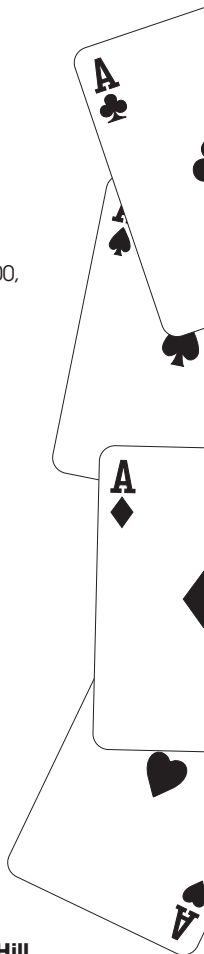


FrontLine services 2008

- GamCare received almost 51,000 calls by phone and online, 21% more than in 2007
- Most callers who gave their age were between 18 and 25
- Less than 5% of callers gave their age as over 55
- Most callers said their gambling activities included betting and FOBTs, Fruit/Slot Machines and Table Games
- Female gamblers gambled on the Internet, in Casinos and in Arcades
- Bingo and Fruit/Slot Machines each comprised around 6% of callers' online activities
- Spread betting comprised 3% of callers' online activities
- 50% of female callers were calling about a partner or family member
- The number of NetLine calls answered was 4,700, compared to 1400 in its launch year 2007
- Of NetLine callers talking about their own gambling, 22% were female
- 42% of NetLine callers aged 26 to 35 gambled in Casinos
- The percentage of NetLine callers gambling remotely (41%) was smaller than in 2007
- The proportion of those disclosing the amount of debt was higher amongst NetLine callers, over 40% of whom disclosed debts under £6K
- The Forum received over 31,000 new posts by members, 9,000 more than in 2007
- The Chat Room more than doubled its sessions to 500



GAMCARE

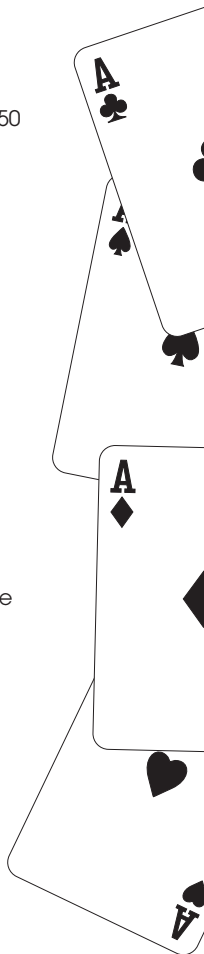
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Counselling services 2008

- We delivered 12,500 counselling sessions: 30% more than in 2007
- We facilitated 146 group counselling sessions
- 248 online counselling sessions were delivered
- GamCare face to face counselling is available to 60% of the population
- 6% of those in counselling were partners or family members
- 85% of face to face clients were male
- OnLine Counselling's client gender mix was 50:50
- 54% of face to face clients were aged 26-45
- Betting comprised over 40% of gambling activities disclosed by male clients
- Fruit/Slot Machines comprised over 30% of activities disclosed by female clients
- Less than 20% of clients gave remote gambling as a facility they used, and more females (21%) than males
- Almost 50% of online counselling clients gambled remotely, more females than males
- On assessment 88% of clients were considered to be problem gamblers
- At the end of treatment only 15% of clients were considered problem gamblers



**FOR HELP, ADVICE AND
COUNSELLING CALL
GamCare HelpLine:
0845 6000 133
GamCare NetLine:
www.gamcare.org.uk**