

THIS NATIONAL RESPONSIBLE GAMBLING PROGRAMME IS FULLY OPERATIONAL WITH COUNSELLORS AND THERAPISTS AVAILABLE TO ASSIST PEOPLE WITH GAMBLING PROBLEMS. ALL LICENSED CASINOS IN MPUMALANGA ARE COMMITTED TO THE PROGRAMME AND WILL ASSIST WITH ANY QUERIES YOU MAY HAVE.

Here are some guidelines to avoid problem gambling

- Decide beforehand how much money you are willing to spend. Stick to your limit.
- Don't try and recoup your losses. They may only increase.
- Be aware of how often, and for how long you play.
- When you are winning, take occasional breaks.
- Think about the smart time to stop.
- Remember that gambling is entertainment; it is not a way to get rich quickly, or pay off your debt.
- Don't forget that gambling is primarily a game of chance. There are no systems or formulas to guarantee success.

Here are some guidelines to establish whether you have a gambling problem. A possible problem is indicated if:

- You need to gamble increasing amounts of money to achieve the desired excitement.
- You are preoccupied with gambling, continuously thinking of your next opportunity to play.
- You have made repeated unsuccessful attempts to stop or cut back on gambling.
- You need to gamble to escape from problems or feelings of helplessness, guilt, anxiety or depression.
- You tend to return to the casinos or other gambling venues to win back money that you have lost.
- You have lied to family members or friends about the extent of your gambling addiction.
- You have committed a criminal offence to sustain your gambling.
- You have jeopardised a relationship, job, education or career opportunity because of gambling.
- You have required or presently require the assistance of other people to rescue you from a desperate financial situation caused by gambling.

HOW SLOT MACHINES OPERATE?

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Mpumalanga Gaming Board
Mpumalanga Raad op Dobbelary
Ibhodi Yelentshona Kapa Yokungcakaza Ngemali
Neyemidyarho

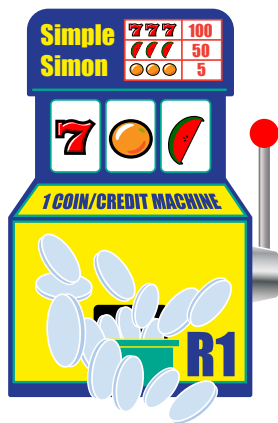
HOW SLOT MACHINES OPERATE



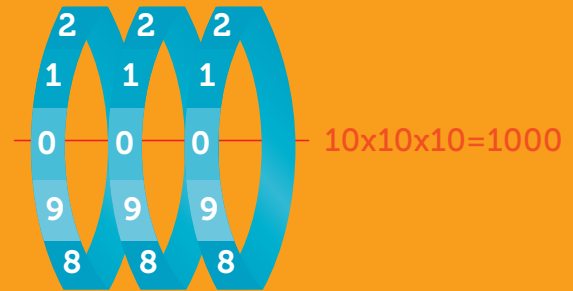
Playing on slot machines is possibly the most misunderstood form of gambling in casinos. Not only do most players misunderstand how slot machines work, so do the authors of most books on the subject.

THE RETURN TO PLAYER PERCENTAGE (RTP%)

The return to player percentage is the theoretical percentage of turnover which players will be paid out from the slot machine. It is calculated by dividing the total value of wins by the total number of combinations. Lets look at the Simple Simon example of slot machine RTP%.



THE SIMPLE SIMON SLOT MACHINE IS A R1 MACHINE AND IS A 1 COIN/CREDITS GAME.



The 3 reels of the machine each have 10 stop positions on them with various numbers of the following symbols 7's, watermelons, oranges and blanks. The total number of combinations on this machine is $10 \times 10 \times 10 = 1000$. This is also called the theoretical cycle of the machine.

SYMBOLS	REEL 1	REEL 2	REEL 3	HITS	PAYS	TOTAL
7	1	1	2	2	100	200
Watermelon	2	2	2	8	50	400
Orange	4	3	5	60	5	300
BLANKS	3	4	1	12	0	0
TOTAL WINS						900
TOTAL STOPS	10	10	10			1000

The Simple Simon statistics sheet indicates the number of times each symbol or a blank appears on each reel, which when multiplied together would equal the number of hits (number of times this combination could possibly come up during each theoretical cycle). The hits are multiplied by the number of pays to reach the total win per combination. The sum of these totals is the value of the wins (900), which is divided by the total number of possible combinations (1000) and multiplied by 100 to give the theoretical RTP%, which in this example is 90%. Conversely this means that the casino theoretical hold percentage or the casino advantage for this machine would be 10%.

Although the principle remains the same most modern slot machines are more complex than the Simple Simon machine. For example, when a slot machine has 64 reel stops and 3 reels, the total number of combinations would be $64 \times 64 \times 64$, therefore 262 144 possible combinations. Similarly the total number of possible winning combinations will also increase to achieve the desired theoretical RTP%. The slot machines that are available for play in the Mpumalanga operate totally randomly, which means that there is no sequence or order of payouts. It is therefore theoretically possible to hit a winning combination with every game played; yet this is unlikely due to the fact that there are also many non-winning combinations (blanks) available on each game type.

It is important to remember that the return to player percentage is a theoretical percentage and that slot machines will perform closer to this percentage with more play. If one considers the random throw of a dice, it has a 1 in 6 chance of landing on each one of its numbers. It is possible however, that if it is thrown six times it will not land in an evenly distributed manner (i.e. once on each of its six numbers.) However, if it is thrown 1000 times, it is much more likely to land in a more evenly distributed manner.

THE RANDOM NUMBER GENERATOR

At the heart of the slot machine is a computer chip, which runs a random number generator (RNG). The RNG is continuously cycling through numbers at a rate of thousands per second even when the machine is not being played. These numbers correspond to stop positions on the reels of the slot machine, which display winning or losing combinations of symbols. When you hit the spin button the RNG picks the combination at that given micro-second. Therefore the outcome of the game is randomly determined at the moment you hit the spin button. When the reels have stopped spinning the machine will check whether the reel stop numbers correspond to a winning or losing combination at which point it will pay out and/or end the game.

MYTHS REGARDING SLOT MACHINES

Since most people don't understand the inner workings of slot machines, it is understandable that many have developed their own theories based on their personal experiences. Let's take a look at a few of the most popular myths regarding slot machines and the true position:

If someone hits a jackpot at the machine you just left, you would have won that jackpot if you had continued playing.

False, if you had stayed at the machine it is highly likely you would have stopped the RNG at the exact nan-second to display that particular winning combination of numbers. In the time it takes to talk with a friend the RNG has cycled through thousands of combinations.



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MACHINES HAVE DIFFERENT PROGRAMMES FOR THE DIFFERENT NUMBERS OF COINS/CREDITS YOU PLAY AND THEREFORE YOU HAVE MORE CHANCE OF WINNING A JACKPOT IF YOU PLAY ONE COIN/CREDIT RATHER THAN THREE OR MORE COINS/CREDITS.

False. The number of credits and coins wagered per spin has no effect on the randomness of the game. The influence of the number of coins/credits wagered only comes into the calculation once a winning combination is verified and if the number of bets wagered affects the value of the payout, in many types of games, the higher the bet, the higher the payout for winning combination will be.

CASINO STAFF CAN PREDICT WHEN A MACHINE IS GOING TO PAY OUT.

False. Once again the outcome of each game is randomly determined and therefore it is impossible to know when machine is going to pay. One of the core functions of casino staff is to interact with the guests and assist them with regard to the products and services on offer, as well as attending to slot machine payouts.

CASINOS CAN LOOSEN OR TIGHTEN SLOT MACHINES AT THE FLIP OF A SWITCH.

False. Slot Machines have a computer chip in them, which determines the return to player (RTP) percentage. These computer chips have to comply with National norms and standard and are tested by The South African Bureau of Standards and approved by the Gambling Board. To change the RTP percentage, the computer chip needs to be exchanged. The exchange of the computer chip is strictly regulated by Legislative Requirements. All computer chips and RNG's have to be sealed in a "Logic Box" inside the slot machine. This process is recorded, strictly audited and controlled by internal, external and Gambling Board auditors.

IF YOU USE YOUR SLOTS CLUB CARD THE MACHINE WILL PAY BACK LESS.

False. There is no link between the random number generator and the card reader. The computer systems used by Casinos are for the purpose of monitoring and collating information on player tracking and slot machines and cannot influence the outcome of any game. In short the system cannot transmit any instruction to the machines.

IF THE CASINO CHANGES GAMES IT IS BECAUSE THEY ARE PAYING OUT TOO MUCH.

False. All slot machines have a theoretical payback, which is regulated by Provincial Gambling Board guidelines. Casino Management will track which games are most popular with their patrons and will make changes to satisfy the demand. They may also introduce new and more entertaining products in order to gain new patrons. In order to offer new products to patrons, the casino is required to exchange current games with new products, as the casino is only permitted to operate a limited number of slot machines.



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WHAT IS A PROGRESSIVE JACKPOT AND HOW DOES IT WORK

A Typical progressive jackpot will operate in the following way: a bank of machines will be linked by means of a monetary display above the machines which will increase as the machines are being played. When the top jackpot of the machine is hit, usually on maximum credits, the player will win the value on display. After the win, the value on the display will return to the top award or base value of the machines and begin incrementing all over again from that base level. The rate at which the display increases is determined by the increment percentage, which is a predetermined percentage of each credit played into the machines. It is important to note that the machines are only linked by way of their contribution to the progressive amount and that jackpot wins on one machine have no influence on the potential for jackpot wins on other machines on the bank. Therefore machines still operate as individual units and the progressive link does not detract from this principle. There are several varieties of progressive jackpots. Some operate within a single slot machine, some have multi level progressives and some operate with several hundred slot machines linked to different locations.

WHO CHECKS THAT THE MACHINES ARE NOT RIGGED?

The Mpumalanga Gaming Board and Racing Board is the regulatory body that ensures that casinos in Mpumalanga comply with all the provisions of the law. Thus ensuring fair play to patrons. The casino industry is a highly regulated industry and all employees involved in it have to undergo in-depth probity and background checks. If you have any further enquiries you can contact the following numbers:

Telephone No: 013 750-8000

Fax No: 013 750-8099

Website: www.mgb.org.za

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FREQUENTLY ASKED QUESTIONS

Here are some of the most frequently asked questions regarding slot machines:

WHAT IS THE AVERAGE PAYBACK PERCENTAGE OF CASINOS IN MPUMALANGA?

Although legislation prescribes a minimum RTP percentage of 85%, the average RTP percentage is close to 94 % of turnover. Turnover comprises your original stake plus all the amounts that you win and play back.

IF THE MACHINES HAVE A SET RTP PERCENTAGE, HOW CAN IT BE THAT I PLAY HUNDREDS OF RANDS AND DON'T WIN A JACKPOT?

This can happen due to the random nature of the combinations, which means that there may not necessarily be an even distribution of winning combinations and values. A slot machine with a theoretical cycle of several hundred thousand combinations may pay back small winning combinations but not a jackpot during a play session. Also, due to the randomness of the combinations selected by the RNG, the slot machine can go through periods of paying generously and conversely paying miserably. Some people lose and other people win. This is the nature of the game and it is completely random so everyone has an equal chance of winning. All machines are audited and inspections conducted on a regular basis to ensure that they are performing within acceptable parameters with regard to their RTP percentage.

RESPONSIBLE GAMBLING

It is important to put gaming in perspective in our society as a leisure activity. Gaming is part of the entertainment industry and it is intended to attract that portion of people's disposable income earmarked for entertainment, not rent or grocery money. Therefore take to the casino the monies you have earmarked for entertainment and no more.

Remember! "gamble with your head, not your heart"

If you suspect you have a problem, or you feel that someone you care for may have a problem with his or her level of gambling then call the National Responsible Gambling Programme Toll Free Help Line for advice.

Telephone No. 0800-006-008

E-Mail: counsellor@responsiblegambling.co.za

Website: www.responsiblegambling.co.za