

Hi.

The past 48 hours has been somewhat not reality for myself, vulnerable individuals there has to be some duty of care needed where unusual deposits and large sums of money exchanged, I have self-excluded from every other online bookmaker constantly more than 16 due to compulsive gambling caused by addiction and suffering from ADHD while also on antidepressant and anti-anxiety medications. I have completed every form and also wrote to Government officials, racing commissions which have all fallen on deaf ears.

While there is personal responsibility, in instances like this they are frightening when no duty of care was ever present and allow someone to spend more than \$30,000 during this 24-48 hour period especially after you try so so hard to self-exclude and safeguard yourself. there are always additional ones that come, it's beyond me there's not even potentially cross checking or anything at all- like i said it's frightening.

If this is not "red-flag behaviours" for a potential problem gambler, I don't know what is. MINTBET I believe should see this but the reality is they don't care and only after all of this they send me an Email saying im a VIP and offering a \$2000 deposit match, it will continue to wreak havoc.

Such red-flag behaviours, according to the commission, include gambling for extended periods of time, increases in deposit frequency and increases in sums of money deposited.

Human damage caused by the gambling industry is surreal,. what is less well widely understood is how gambling companies are able to influence otherwise happy, intelligent and sociable people, causing them to act irrationally, against their own interests, marrying them from simplicity of concept with ingenuity of execution to nudge us towards dark choices and essentially losing control.

The pain: limited or nil safeguards is a reality that demonstrates harm will certainly destroy people.

My Life savings are gone in a matter of hours, then to be offered a big deposit match - I would hope funds deposited over this period will be reversed and returned,

I hope I don't have to continue to dispute this further, there are good people out there and in certain circumstances can and will be considered.

I am really grateful if you have read through this and it can come to a point where there is an actual safeguard and duty of care for vulnerable Australians.

It is continuing to destroy lives and I was so excited back in 2018 when the National Register was announced. Now it seems unstoppable and it's so sad, the 'normalization' or 'responsible gambling' is a Joke.

Thank you for reading this and am happy for any contact. I have also placed the email from MINTBET after losing all of this, like i said i've tried all safeguards filling out forms to racing commissions and Self excluding from from more than 16 bookmakers.



Kind regards,

Aaron Smith