



REQUEST FOR TERMINATION OF SUSPENSION

Persons with a voluntary suspension can request a termination after a period of three months. Persons with an ordered suspension can request a termination when the gambling suspension begins. The same termination conditions apply for both types of suspension, regardless of whether the person is suspended from the Grand Casino Luzern’s physical or online casino (mycasino.ch).

As per the Swiss Gambling Act, suspensions apply for an indefinite period and can only be lifted following a conversation with the social concept officer and an external advisor from a cantonal counselling office. During this conversation, you will need to demonstrate that the reasons for imposing the suspension are no longer valid. If you are married, your spouse will be included in the process and will also be invited to participate in the conversation.

Please provide us with the following documents:

- a current extract from the debt collection register (not older than three months)
- a current salary or income statement (not older than three months)
- a bank statement for the last three months with all receipts and payments
- as well as a visible balance history
- proof of assets (e.g. an extract from the savings account)
- for self-employed persons, a current tax return
- a copy of an official identity document

I hereby request the termination of my suspension:

voluntary suspension

ordered suspension

Surname, first name:

Street:

Postcode, place:

Date of birth:

Marital status:
(permanent relationship)

Children (number, age):

Tel no./mobile no.:

Email address:



Reason for suspension:

Reason for termination of suspension:

Date:

Signature:

Please send the completed and signed request form, including the copies mentioned above, to the following address:

Grand Casino Luzern
Customer Care
Haldenstrasse 6
6006 Lucerne

or by email to: customercare@mycasino.ch

We will only invite you to a meeting and process your request once we are in possession of **all** the necessary documents and after a positive review of those.

Otherwise, we will unfortunately not be able to process your application.

After a positive review of your submitted documents, we or the cantonally recognised specialist unit will contact you to arrange an appointment for a personal interview. If we assess your application to lift the gambling ban negatively based on the documents submitted, we will inform you of this in writing.

Furthermore, we reserve the right not to pursue the application to lift the gambling ban after a period of three months if the documents have not been submitted in full, so that the gambling ban remains in place.