



Philippine Amusement and Gaming Corporation



MEMORANDUM

May 21, 2026

TO : ALL LICENSEES, SUPPLIERS, GAMING SYSTEM ADMINISTRATORS, GAMING VENUE OPERATORS AND OTHER CONCERNED PARTIES

FROM : THE ASSISTANT VICE PRESIDENT
Gaming Licensing Development Department

SUBJECT : 24/7 NATIONAL PROBLEM GAMBLING HELPLINE (NPGH)

In line with PAGCOR's continuing commitment to Responsible Gaming and player protection, we are pleased to announce the official launch of the 24/7 National Problem Gambling Helpline (NPGH), which shall be available effective May 26, 2026, at 6:00PM, through the **hotline (02) 8248-9568**. This momentous project is a partnership between PAGCOR and Seagulls Flock Organization, Inc. (SFO).

The NPGH is a dedicated support service designed to provide immediate, accessible, confidential, and compassionate assistance to individuals and families affected by problem gambling. The helpline aims to promote RG practices, mental health awareness, early intervention, and access to appropriate support services.

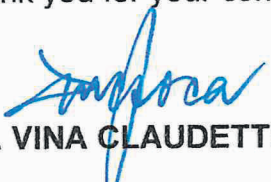
All concerned parties are encouraged to support and help promote this initiative as part of our collective effort to foster a safer, more responsible, and socially conscious gaming environment.

Please note that the said hotline is not a PAGCOR number, nor can it connect calls. It is not a communication platform for complaints and other feedback not related to the NPGH objectives and services.

In this regard, may we request all concerned to disseminate this significant information, and to include the hotline in your promotions and collaterals. Consequently, the number (02) 8538-9090, which has been designated as a Responsible Gaming-dedicated line, will no longer be active effective May 26, 2026.

We will continue to provide more updates in the course of its operations

Thank you for your continued support.


MA. VINA CLAUDETTE P. OCA

cc: The Senior Vice President, LBO-LRG
The Senior Vice President, SMC
The Vice President, MEG
The Assistant Vice President, EGLD
The Assistant Vice President, MD
The Assistant Vice President, ECD