

# Empowering Safer Play

## Mobile games

As at 11 November 2025



## What to do if you need help?

If you are concerned about your gameplay, talk to someone about how you're feeling or reach out to a confidential counselling and support service. And remember, you don't have to reach 'rock bottom' before seeking support.

Below are resources that may help you manage your relationship with video games:

- **Smart Mobile Gamers:** An online resource that provides guidance, tips and expert advice for everyone to have a positive social games experience: <https://www.smartmobilegamers.org/>
- **Maintaining healthy gaming habits:** Learn about the signs of possible problems with gaming and get tips for maintaining healthy gaming habits: <https://headspace.org.au/explore-topics/for-young-people/gaming/>
- **A guide to video game addiction:** Learn about video game addiction, the signs and symptoms and what you can do: <https://www.familyaddictionspecialist.com/blog/the-ultimate-guide-to-video-game-addiction>
- **Game Quitters:** A support community online for those who struggle with a video game addiction: <https://gamequitters.com/>
- **SMART Recovery:** Self-Management and Recovery Training is a science-based program that helps individuals overcome addictive and problem behaviours: <https://www.smartrecovery.org/>
- **Gaming Addicts Anonymous:** A recovery program for compulsive video gamers: <https://www.gamingaddictsanonymous.org/>
- **Mental Health Helplines:** Find a helpline in your country: <https://www.helpguide.org/find-help>

**IMPORTANT:** If you, a friend or a loved one are having thoughts of self-harm, please seek IMMEDIATE professional help. A list of suicide and crisis helplines around the world can be found here:

<https://findahelpline.com/>

## Self-Exclusion

Regardless of your reason, you can contact our Customer Service team at any time to request that your account be banned. You may be struggling to exercise control over your gameplay, or your gameplay may be having a negative effect on your life, or you simply no longer wish to have a Big Fish Games or Product Madness account. Our friendly Customer Service team will promptly action your request, no questions asked. Once implemented, access to your game account will be blocked.

To disable your account please reach out to our Customer Support teams via our games.

## Third-Party Blocking Software

Third-party blocking software allows you to block access to certain apps, websites or other internet services and/or to set access permissions. Some blocking software is free, while other blocking software includes a charge. If you search online, you will find there are a number of options to choose from. For smartphones and tablets, you can also search on the Apple App store or Google Play to find available products. Please note that we are not able to recommend or endorse the use of a particular third-party block software.

## HELP FOR GAMING DISORDERS

Want to talk to someone about your gameplay or need some help? Here's some suggested resources. Or contact your local health care provider.

- **CheckPoint** A charity that provides mental health information and resources for gamers around the globe. <https://checkpointorg.com>
- **Take this.** A mental health organization providing resources and support tailored for the unique needs of the game enthusiasts, streamers and creators. <https://www.takethis.org/mental-health-resources/>
- **National Institute of Mental Health** For help in locating mental health professions in the United States. <https://www.nimh.nih.gov/health/find-help/>
- **Healthdirect** For help in locating mental health professionals in Australia. <https://www.healthdirect.gov.au/australian-health-services>