

OPERATIONAL MANUAL

Version: 1.0

Company Name: YOUGMEDIA B.V.

License number: OGL/2024/107/0914

1. Introduction

This Operational Manual describes the operational, technical, and organizational procedures implemented by YOUGMEDIA B.V. to ensure compliance with the National Ordinance on Games of Chance (LOK) and all applicable license conditions issued by the Curacao Gaming Authority (CGA).

The Operational Manual is periodically reviewed and updated to reflect changes in regulatory requirements, operational practices, technical systems, and internal policies, ensuring its continued accuracy and relevance.

(a) Description of Games, Payments, Bets, Payouts, Outcome Determination

Games Offered

Live casino games including Game shows

Crash and Instant games

Slots

Payment Methods

Credit/Debit Cards (Visa/Mastercard)

E-wallets (Skrill, Neteller, etc.)

Bank Transfers

Crypto payments (if applicable and approved)

Betting Limits

Minimum bet: €0.10 – €1.00

Maximum bet: €1,000 (varies per game category and risk profile)

Payouts

RTP (Return to Player) ranges per game provider: 92% – 98%

Withdrawals processed within 0–72 hours depending on KYC status

Outcome Determination

All game outcomes are determined by certified Random Number Generators (RNG)

RNG systems are tested by independent auditors (e.g., iTech Labs / GLI)

(b) Periodic Testing and Quality Monitoring

Daily automated system health checks

Weekly game integrity reports

Monthly RNG verification audits

Quarterly compliance review of payment flows and transaction logs

Annual third-party certification of gaming systems

(c) Storage of Player Data

Data stored in encrypted databases (AES-256 encryption)

Personal data includes: name, DOB, address, IP address, transaction history

Access limited to authorized compliance and security personnel only

Data retention: minimum 5 years after account closure

Servers hosted in Tier-IV certified data centers (Curacao or approved jurisdictions)

(d) Visual Elements Presented to Players

The platform interface includes:

Game UI layouts (desktop & mobile responsive design)

Responsible gaming banners and warnings

Bonus and promotional displays

Account dashboards (balance, history, limits)

Verification/KYC interface elements

All visual elements are regularly tested for usability and compliance clarity.

(e) Prevention of Banned or Restricted Persons

Technical measures include:

Identity verification (KYC) at registration and withdrawal stage

Geo-blocking for restricted jurisdictions
IP detection and VPN monitoring tools
Integration with third-party exclusion databases (if applicable)
Internal blacklist system maintained by Compliance Department

(f) Technical Infrastructure & Disaster Recovery

Infrastructure Overview

Cloud-based gaming platform hosted on redundant servers

Load-balanced architecture for high availability

Secure API integrations with payment and game providers

Disaster Recovery

Real-time data replication to backup servers

Recovery Time Objective (RTO): 4 hours

Recovery Point Objective (RPO): 15 minutes

Full system backups performed daily

Emergency failover system activated automatically upon outage detection

(g) Responsible Gaming Measures

YOUGMEDIA B.V. implements responsible gaming tools including:

Deposit limits (daily, weekly, monthly)

Loss limits and session time limits

Self-exclusion options (24 hours – permanent)

Reality check notifications during gameplay

Links to problem gambling support organizations

Mandatory age verification (18+ / 21+ depending on jurisdiction)

(h) Terms and Conditions

The latest version of the Terms & Conditions is published and maintained on each website operated under the Company's Curacao licence. Players are able to access the Terms &

Conditions at any time through the respective website.

Includes rules on bonuses, withdrawals, account closure, disputes, and user obligations

All changes are communicated to players at least 7 days in advance where required.

(i) Dispute Resolution Process

Disputes are handled as follows:

Customer Support review (Level 1)

Compliance Department escalation (Level 2)

Final internal decision by Risk & Compliance Officer (Level 3)

External mediation if required under Curacao regulations

All disputes are logged and retained for audit purposes.

(j) Digital Records & Server Storage

The following records are maintained:

Player registration data (KYC records)

Deposit and withdrawal history

Betting and game session logs

Bonus and promotion usage logs

Fraud detection and risk scoring data

Storage Requirements

Hosted on Tier-IV certified data centers located in Curacao (or approved jurisdictions)

Real-time replication and audit logging enabled

Data accessible to CGA upon request at all times

Tamper-proof logging system (WORM storage or equivalent)

Compliance Statement

YOUGMEDIA B.V. confirms that all operational processes are designed to comply with Article 5.9 of the LOK and all applicable CGA requirements.



(SMES) Solutions for Management and Employment Support N.V.

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