

ILP Trading B.V

ILP Trading B.V.
Schottegatweg Oost,
10, Unit 1-9, Bon Bini
Business Center
Willemstad
Curacao

Responsible Gaming Policy

1. Introduction

At ILP Trading B.V. we are committed to promoting responsible gambling and providing a safe and fair environment for our players. Our Responsible Gaming Policy outlines the measures we have in place to protect vulnerable players, prevent underage gambling, and support individuals experiencing problem gambling. This policy is in accordance with the guidelines and regulatory expectations of the Curaçao Gaming Control Board (GCB).

2. Our Commitment

We recognize that while gambling is a form of entertainment for most players, a small percentage may experience problems.

Our goal is to provide players with the tools and support necessary to gamble responsibly.

We ensure that all aspects of our operation reflect this commitment, from marketing to customer support, to technical safeguards.

3. Player Protection Tools

On all ILP Trading B.V brands, we offer a suite of responsible gambling tools that empower players to control their gambling activities:

3.1 Self-Exclusion

- Players may request a self-exclusion from our platform by contacting customer support.
- Self-exclusion periods are determined by the player and can range from 6 months to permanent.
- During the exclusion period, the player's account will be suspended and inaccessible.
- The account will not be reactivated until the selected exclusion period has ended and/or after a formal reactivation request is received.

3.2 Cooling-Off Periods

- Players may request temporary account suspension ("cool-off") for a shorter period (e.g., 24 hours to 6 months).
- During this time, no gambling activity is permitted.

3.3 Deposit Limits

- Players may request deposit limits to be set on their account to limit the amount they can wager per day or week

4. Preventing Underage Gambling

- We prohibit access to our platform by individuals under the age of 18 or the legal age in the player's jurisdiction (whichever is higher).
- We implement age verification procedures during registration.

- Any account found to be registered by an underage person will be terminated and any associated winnings forfeited.

5. Staff Training and Awareness

- Our customer support and risk management teams receive regular training on responsible gaming and how to identify gambling problem behavior.
- Staff are trained to handle exclusion requests, recognize signs of gambling-related harm, and refer players to support resources.

6. Information and Support

- We maintain a dedicated **Responsible Gaming** section in the Terms and Conditions page that provides:
 - Tips for responsible play.
 - Contact details for professional help organizations (e.g., Gambling Therapy, Gamblers Anonymous).
 - A clear explanation of how to activate player protection tools.

7. Fair Play and Reality Checks

- All our games are tested for fairness and operate under certified Random Number Generator (RNG) systems.
- We encourage players to set personal deposit and session limits.
- We provide optional **reality checks** (e.g., session duration alerts) to help players monitor time spent gambling.

8. Ongoing Improvement

We continuously monitor the effectiveness of our responsible gambling measures and adjust our approach based on feedback, regulatory updates, and industry best practices.

9. Contact Information

Players who wish to activate responsible gambling tools or who require support can contact us at:

Email: support@zumibet.com

Support via Live chat, Email & Contact form: Available 24/7

Responsible Gaming Resources: <https://www.zumibet.com/en/info/tac>

This Responsible Gaming Policy is maintained in accordance with the requirements set by the Curaçao Gaming Authority and is reviewed annually or upon any significant change in relevant legislation or company operations.