

Responsible Gambling

AMNM B.V is committed to promoting responsible gambling among its customers and to raising awareness of gambling problems and improving prevention, intervention, and treatment.

Play Responsibly

AMNM B.V's Responsible Gaming Policy sets out its commitment to minimising the negative impact of gambling problems and promoting responsible gambling practices.

AMNM B.V offers a wide range of games and entertainment to our online customers. We also take responsibility for our product offering.

AMNM B.V's mission is to provide the world's safest and most innovative adult gaming platform. The products and services allow each user to play within their financial means and receive the highest quality of service. Integrity, fairness, and reliability are the guiding principles of AMNM B.V. It is therefore clear that AMNM B.V should do its best to assist those customers who show signs of gambling, particularly in cases of excessive gambling. At the same time, it is important to respect the rights of those who gamble within reason and treat it as a form of entertainment.

Responsible gaming at AMNM B.V is based on three fundamental principles: player safety, game safety and gambling problem prevention. AMNM B.V works together with research institutes, associations, and therapy institutions to create a responsible, safe and reliable framework for online gaming.

Player Security

We take responsibility for the safety of our players. Player protection is based on the prohibition of underage participation in games and the protection of privacy, which includes the responsible handling of personal data and payments. The fairness and randomness of the products offered are closely monitored by independent organisations. Our marketing communications are also designed to protect players: we only promise what players can get in our transparent line.

Protection from compulsive gambling: research - prevention – intervention

The majority of people who play sports betting, casino gambling and other forms of gambling do so in moderation and for entertainment. Certain habits and behaviours (such as shopping, exercising, eating, or drinking) that are considered normal and not a cause for concern can become addictive and cause problems for some people. Similarly, sports betting and gambling in general can lead to problems for a small percentage of customers.

Customers who show signs of gambling problems may be prohibited from playing certain products or even altogether. In addition, customers who show signs of gambling problems will be referred to organisations where they can receive professional advice and support.

Self-responsibility is the most sustainable form of prevention

The basic principle promoted by AMNM B.V is to create a safe and responsible online environment where customers can enjoy their betting experience. Whilst AMNM B.V can provide tools to assist customers in controlling their gambling, the customer's own responsibility in using the tools we provide is the most effective form of protection against gambling problems. AMNM B.V sees its responsibility in assisting customers by providing transparent products, tools to control gambling and full information on where customers experiencing problems with their gambling can find professional advice and support.

Protection of Minors

AMNM B.V does not allow minors (persons under the age of 18 or whatever the minimum age for gambling is in the jurisdiction where the customer resides) to participate in games and place bets. For this reason, confirmation of age and date of birth are mandatory requirements during registration. AMNM B.V takes the issue of underage gambling and betting very seriously. To provide the best possible protection for minors, AMNM B.V also relies on the support of their parents and guardians. AMNM B.V advises its customers to keep their account access details (user ID and password) in a safe place and not to disclose them to anyone.

In addition, AMNM B.V recommends that customers install filtering software. This software will allow customers to restrict access to Internet resources that are inappropriate for children and adolescents.

Responsibility Towards Problems

AMNM B.V offers a wide variety of games and betting, which are forms of entertainment for most of its customers. At the same time, the company takes responsibility for its customers by providing support and tools to maintain a safe and enjoyable environment, considering the risks involved.

Customers who have difficulty assessing risks, recognising their own limits or who suffer from gambling problems may not be able to enjoy the product offering responsibly and may not perceive it as a form of entertainment. AMNM B.V may take responsibility for these users by blocking their access to certain products for their own protection.

Get Informed with the Main Issues!

Most people gamble for pleasure and enjoy moderate gambling within their financial means. However, for a small percentage of people, gambling is not a form of entertainment, and this is a challenge that needs to be taken seriously.

What is the Problematic Gambling Behavior?

Problematic gambling behavior is defined as that which interferes with the lifestyle, work, financial situation or health of a person or their family. Prolonged participation in gambling is counterproductive for such a person, as it can lead to negative consequences.

In 1980, pathological gambling addiction was officially recognised and included in the list of psychological diseases of the international classification system DSM-IV and ICD-10. It is defined as a prolonged, recurrent, and often reinforcing tendency to gamble, despite the presence of negative personal and social circumstances, such as debt, family breakdown and delayed career development.

What kind of gambling behavior can be considered problematic?

While diagnoses of gambling problems can only be qualified by experts, the material presented on this website will help clients to assess and define their own gambling behavior.

For non-drug addictions, the line between pleasure and problem is very difficult to define. However, there are some diagnostic signals that may indicate a problem. Clients who experience at least five of the following symptoms are more likely to have gambling problems:

1. The player is completely immersed in the game and seems to think of nothing else.
2. Stakes increase, especially if the player is on a losing streak.
3. Attempts to stop or control gambling appear to be unsuccessful.
4. Shows signs of anxiety, irritation, and disappointment when gambling is curtailed.
5. The player treats gambling as an escape from problems or life issues.
6. Regularly chases losses.

7. Lies about his/her gambling behavior.
8. Commits illegal acts.
9. Arguing or having strained or broken relationships with family and colleagues.
10. Borrowing money to gamble.

Suggestions for Responsible Gambling

Customers are encouraged to gamble within their means and not to treat gambling as a way to make money or as a distraction from everyday problems. Customers are encouraged to follow these simple tips:

1. Don't think of gambling as a way to make money. Think of gambling as a form of entertainment.
2. Take regular breaks. Set a time limit and stop when the time is up. Chances are that the more time you spend gambling, the more you will lose.
3. Only gamble with money you can afford to lose, not money you have set aside for bills.
4. Set a money limit in advance and stick to it; when it's gone, it's over.
5. Once you have set a maximum limit, do not increase it.
6. Never chase your losses, if you set a limit and then try to win some of it back after you've reached it, you haven't set a limit.
7. Do not gamble while under the influence of alcohol or drugs.
8. Don't gamble when you are depressed or upset, decision making can be more difficult when you are stressed or emotionally upset.

If you feel you need a break, we have options to help you.

Self-Exclusion and Time-Out

AMNM B.V offers self-exclusion and time-out facilities to help our customers manage their gambling. Time-out allows you to take a short break from playing with us. Once your Time-out period begins, you will not be able to deposit money or play on any of the AMNM B.V products. However, you will be able to withdraw any remaining real money balance.

Please contact us if you require further information or assistance with self-exclusion or time-out options. For advice and support on gambling problems, please visit "GamCare" at www.gamcare.org.uk or call their confidential helpline on 0808-8020-133 or "Gambling Therapy" at www.gamblingtherapy.org.