

Games & More BV

Company No. 149948 – Hanchi Snoa 19, Trias Building – Curaçao

CGA Licence No. OGL/2023/121/0086

Responsible Gaming Policy

Version 4.0

Please read this information carefully for your own benefit to help avoid gambling addiction.

Games & More BV is committed to providing high-quality services by offering the best possible gaming experience in a responsible gaming environment.

As part of our commitment, we aim to prevent compulsive use of our services and underage access to our gaming products. While gaming can be entertaining, you should play responsibly and understand that gambling is a leisure activity, not a way to make money. Never risk money you can't afford to lose.

Gambling can become addictive and lead to serious consequences, such as bankruptcy, criminal behaviour, and negatively affect relationships, work performance, and academic progress.

Games & More BV operates in full compliance with the Curaçao National Ordinance on Games of Chance (LOK), Article 5.1(d), and the Curaçao Gaming Authority Responsible Gaming Policy. We take proactive measures to prevent compulsive gambling and underage access as part of our regulatory obligations.

Games & More BV prioritizes customer well-being and takes all possible measures to provide a safe and reliable gaming environment. Please consider the following tools and guidelines to help manage your gaming behaviour:

Games & More BV operates in compliance with:

- National Ordinance on Games of Chance (LOK), Publicatieblad 2024 No.157
- Article 5.1 and Article 5.3 of the LOK
- Curaçao Gaming Authority Responsible Gaming Policy for Licensed Operators – Version 1.0 (17 April 2025)

Player Protection Tools

The following tools are available to help control gaming behaviour across all websites operated by Games & More BV:

- Wagering limits

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- Deposit limits
- Loss limits
- Reality checks
- Session limits
- Cooling-off periods

Players may set limits daily, weekly or monthly. Limit decreases take effect immediately. Limit increases are subject to a mandatory cooling-off period of 24 hours.

Self-Exclusion

Players who feel their gambling behaviour may be problematic may request temporary or permanent self-exclusion.

Available periods include:

- 24 hours
- 7 days
- 30 days
- 6 months
- Permanent exclusion

During self-exclusion:

- the account is blocked
- marketing communications stop
- deposits and wagers are disabled

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Records of self-exclusion are retained for regulatory monitoring purposes.

Underage Gambling Prevention

Participation is restricted to persons aged 18 years or older.

Age verification procedures include:

- identity document verification
- automated KYC screening
- account suspension if verification fails

Accounts suspected of belonging to minors will be suspended immediately.

Behaviour Monitoring

Games & More BV monitors player behaviour to detect signs of problematic gambling.

Indicators may include:

- frequent deposit increases
- extended playing sessions
- repeated limit changes
- unusually high spending patterns

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If such behaviour is detected the responsible gaming team will review the account.

Responsible Gaming Intervention Procedure

When risky gambling behaviour is identified the following escalation process applies:

1. automated monitoring alert
2. internal review by responsible gaming team
3. player interaction via email or in-platform notification
4. recommendation of limits or self-exclusion
5. account restriction or suspension where necessary

All interventions are recorded for regulatory review.

Responsible Advertising and Marketing

Games & More BV applies responsible marketing standards:

- advertising will not target minors
- gambling is not presented as a financial solution
- advertising does not guarantee winnings
- responsible gaming messaging is included in promotional materials

Player Education

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Games & More BV provides information to help players make informed decisions including:

- explanation of gambling risks
- signs of problem gambling
- advice on managing gaming budgets
- encouragement to gamble for entertainment only

External Support Organisations

Players seeking help may contact independent organisations:

- GamCare – www.gamcare.org.uk
- GambleAware – www.begambleaware.org
- Gambling Therapy – www.gamblingtherapy.org
- Gamblers Anonymous – www.gamblersanonymous.org

Responsible Gaming Contact

Responsible Gaming Team

✉ Email: gmbvcuracao@gmail.com

This contact point is available for assistance related to gambling behaviour or account restrictions.

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Complaints and Dispute Resolution

Responsible gaming matters may also be raised through the operator's Player Complaints Policy in accordance with Article 5.3 of the National Ordinance on Games of Chance (LOK).

If a complaint cannot be resolved internally it may be referred to a CGA-certified Alternative Dispute Resolution provider.

Data Protection

Responsible gaming records including intervention notes and self-exclusion data are retained securely and only accessible to authorised compliance staff.

Staff Training

All relevant staff members receive responsible gaming training at least annually covering:

- identification of gambling harm indicators
- player interaction procedures
- regulatory obligations

Policy Review

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This policy is reviewed at least annually or when regulatory updates occur to ensure ongoing compliance with Curaçao Gaming Authority requirements.

By Derek Hendriks Compliance Director Ecorpp Management

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