

Responsible Gaming Procedure

Amadeus Technology B.V.

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1. Introduction

Amadeus Technology B.V. (the “Company”) provides online gaming and entertainment services in accordance with applicable regulatory requirements. The Company acknowledges that gambling is intended to be a form of entertainment and that, if not properly managed, it may present risks to certain individuals.

Accordingly, the Company is committed to operating in a responsible, transparent, and socially accountable manner.

Responsible Gaming principles are embedded into the Company’s operational, technical, and compliance frameworks. The objective is to ensure player protection, prevent gambling-related harm, and maintain full compliance with the standards and expectations of the Curacao Gaming Authority (CGA).

2. Purpose

The purpose of this Responsible Gaming Procedure – Version 1 is to define the internal policies, controls, and processes implemented by the Company to identify, prevent, and mitigate irresponsible or harmful gambling behaviour. This document serves as a formal reference for regulatory review and demonstrates the Company’s commitment to player safety and regulatory compliance.

3. Definition of Responsible Gaming

Responsible Gaming refers to the Company’s commitment to ensuring that gambling activities remain a controlled and recreational activity. This includes preventing access by underage persons, identifying players who may be experiencing gambling-related harm, and providing appropriate tools, information, and interventions to support informed and responsible play.

4. Measures to Promote Responsible Gaming

The Company implements a range of Responsible Gaming measures, including:

- Publication of a clear Responsible Gaming policy
- Provision of Responsible Gaming tools and player education
- Behaviour monitoring and risk identification systems
- Compliance with all reporting and audit obligations
- Prohibition on offering credit for wagering

5. Mandatory Responsible Gaming Elements

5.1 Age Verification

Participation is strictly limited to individuals aged 18 years or older. Age verification is conducted through self-declaration at registration and mandatory document verification prior to withdrawals or risk thresholds being exceeded.

5.2 Accessible Responsible Gaming Information

Responsible Gaming information is made clearly available through a dedicated section of the website, homepage links, terms and conditions, and footer disclosures, including regulatory and support organisation references.

5.3 Player Self-Assessment Tools

Players are provided access to account history, self-assessment questionnaires, and follow-up recommendations to encourage informed and responsible decision-making.

5.4 Gambling Behaviour Tracking

The Company monitors behavioural indicators such as spending patterns, session duration, and player interactions. Risk-based interventions are applied where necessary and fully documented.

5.5 Cooling-Off and Self-Exclusion

Players may voluntarily restrict their gambling activity through cooling-off periods or self-exclusion. These tools are clearly differentiated, easily accessible, and implemented immediately upon request.

5.6 Deposit Limits

Players may set daily, weekly, or monthly deposit limits. Increases to limits are subject to cooling-off periods, while reductions apply immediately. If a player requests to decrease the restrictiveness (i.e., raise the limit), the change must be subject to a minimum 24-hour cooling-off period before implementation.

5.7 Responsible Advertising and Marketing

No targeting of vulnerable groups: Visuals or messaging must not appeal directly to vulnerable individuals. No portrayal of gambling as an investment: Advertising must not suggest gambling can generate income or solve financial issues. No misrepresentation of chance vs. skill: Marketing must not imply that chance-based games can be influenced by skill. No emotional manipulation: Gambling must not be presented as a solution to emotional or mental problems. No use of minors: Minors must not appear in, or be depicted as engaging with, gambling-related content. No explicit content: Sexual or pornographic imagery or innuendo is strictly prohibited. No promotion of harmful behaviors: There must be no link between gambling and alcohol,

drugs, smoking, seduction, or attractiveness

5.8 Staff Training

All relevant staff receive Responsible Gaming training prior to commencing duties and on

an ongoing basis when regulatory or operational changes occur. All customer-facing and RG staff must complete RG training before starting duties. New hires

must be trained within 2 months of joining

6. Responsible Gaming Officer

The Company appoints a Responsible Gaming Officer responsible for oversight, reporting, and continuous improvement of Responsible Gaming measures. Contact name: Wen Jun Hsieh and Email: Licensing@igagroup.com