

Netherlands seen on my account country list. Please advise how prohibited countries are now allowed to participate in gaming events.

The Netherlands appearing on the account country list – That’s correct, and it is intentional. Dutch IP addresses are blocked. However, if someone using a non-Dutch IP address selects the Netherlands from the country list, they will not be able to make deposits or play with real money. This should be seen as an additional precautionary measure.

We have explained how EGB handles these matters on several occasions. Below, I’m quoting the most recent clarification of this kind:

As discussed in 2021 and again in 2023, EGB does not geo-block users from the Prohibited Territories (as defined in the EGB T&Cs) from registering on the website - except for the Netherlands, which is geo-blocked by IP address.

This approach has always been part of EGB’s operational model. However, allowing registration from these territories does not mean that users from the Prohibited Territories can make deposits or place real-money bets.

EGB’s geo-blocking is triggered not at the point of site entry or registration, but when a user attempts to make a deposit. While EGB allows all users to register, including those from Prohibited Territories, real-money services are restricted based on geo-location. EGB offers two types of betting:

- 1) Real-money betting (blocked for users in Prohibited Territories), and*
- 2) Play money betting (accessible to all registered users).*

Users located in Prohibited Territories - determined via real-time IP detection - or those who declare a prohibited country as their place of residence during registration or verification, are restricted from participating in real-money games. These users may only engage in Play Money betting.

Play Money:

- Cannot be purchased.*
- Is available to all users free of charge and without limitation.*
- Cannot be exchanged for real money or any form of merchandise.*

Therefore, Play Money games do not offer the possibility of receiving money or money’s worth based on game outcomes.

EGB has implemented technical safeguards to ensure real-money gambling is inaccessible to users in Prohibited Territories. The system checks each user's IP address in real time, and any attempt to place a real-money bet or make a deposit from a Prohibited Territory results in a block. Such users receive the message:

"Sorry, but based on your location or your country of residence, you can play only on Play Money."

Additionally, payment service providers used by EGB are instructed to deny deposits associated with users from Prohibited Territories.

No regulator (aside from the Netherlands) requires users to be blocked at the registration stage. For instance, the UK Gambling Commission, as well as Hungarian and Danish regulators, have reviewed and found EGB's geo-blocking approach acceptable, as it effectively prevents real-money betting by users in restricted jurisdictions.

3) Player verification – to my knowledge, it is conducted in line with EGB's responsible betting, KYC, and AML policies (e.g. "A player's valid government-issued ID is checked before the first withdrawal". I'll confirm this with the team if necessary.