

# ***DIGIBET N.V.***

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Willemstad, Curaçao

## **RESPONSIBLE GAMING POLICY**

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**Revision history**

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## **1. Introduction**

The purpose of this **Responsible Gaming Policy** is to outline the commitment of *Digibet N.V.* to promote a safe, secure, and responsible gaming environment for all players. We recognize the importance of responsible gambling and the role we play in preventing gambling-related harm. This policy sets out our approach to minimize the risks associated with gambling and provide tools and support for players to gamble responsibly.

As a general principle no credit shall be offered to customers for the purpose of wagering.

## **2. Objectives of Responsible Gaming Policy**

The main objectives of this policy are:

- To ensure a safe gambling environment for all players.
- To provide players with the necessary tools to manage their gambling behavior.
- To prevent gambling-related harm through proactive measures.
- To provide support and resources for players experiencing gambling problems.
- To comply with all relevant laws and regulations regarding gambling.

## **3. Commitment to Responsible Gaming**

At *Digibet N.V.*, we are committed to promoting responsible gaming and ensuring that gambling is a form of entertainment, not a harmful addiction. The Company has appointed a designated *Responsible Gaming person* (RG Officer), who is responsible for implementing and enforcing the Policy. Furthermore, this designated person shall be the point of reference regarding this Policy and its related requirements. Our commitment includes:

- Regularly reviewing and updating this policy to meet industry best practices.
- Providing clear guidelines to both players and employees on responsible gaming practices.
- Offering transparent, easily accessible information to players about the risks of gambling.
- Encouraging players to be aware of their behavior and to gamble within their means.

#### **4. Prevention of Gambling Addiction**

Gambling addiction is a serious issue that can affect both the individual and their loved ones. At *Digibet N.V.*, we take steps to prevent addiction by:

- Monitoring players' behavior and intervening when necessary.
- Encouraging players to set limits on their gambling activity.
- Offering self-exclusion options for players who feel their gambling may be becoming problematic.
- Providing educational materials on the risks of gambling addiction.

#### **5. Self-Exclusion and Account Limitation**

We provide several tools to allow players to manage their gambling behavior, including:

- **Self-Exclusion:** Players may choose to exclude themselves from accessing their account for a specified period, ranging from days to years.
- **Account Limitations:** Players can set limits on their deposits, losses, and session times to help control their gambling behavior.
- **Cooling-off Periods:** A cooling-off period can be applied, allowing players to take a break from gambling for a set duration.

Self-exclusion is recognised by the gambling industry as a way for players to control their gambling. The Company offers a self-exclusion facility to help those customers who feel that their gambling is out of control and want our assistance to help them stop.

The self-exclusion request shall be applicable:

- To all brands/domains operated under the Company;
- All gambling activities related to one Casino vertical available on the Company's domain. If such option is provided by the Company to the Customer, as otherwise the self-exclusion under A will be provided for all gambling activities of the Company ;
- All advertisement activities of the Company. An automatic opt-out will be triggered when self-exclusion is activated

The duration of the self-exclusion period must be at least 1 year. The Customer shall be able to set the duration for 3 years, 5 years, 10 years or a lifetime.

The Customer should be able to set their preference of for the duration of the self-exclusion period online, without requiring email communication or prior approval from the Company. Once this is set, all exclusions related to brands/domains, vertical gambling activities and advertisement activities automatically applies immediately.

Any wagering that takes place following the self-exclusion request and prior to it being into effect will be voided and the funds returned to the Customer.

The Company should not question a Customer's decision regarding self-exclusion in general, nor will the Company offer bonuses to the Customer to encourage participation, or delay/complicate the self-exclusion activation process.

If a self-exclusion is applied, the following actions should be in place:

- The Customer's account is closed. The Customer can no longer log in.
- The Customer must complete any tournaments that is in-running at the time of the self-exclusion.
- Ante-posts bets will be voided and refunded subject to AML/CFT regulations.

Contributions to progressive jackpots that were made by the Customer through gameplay prior to the self-exclusion request remain, but the Customer is no longer entitled to participate with the jackpot after the self-exclusion is in effect.

- No Advertisement activities shall be conducted towards the Customer.
- Any payment method used by the Customer will be blocked by the Company for future use during the term of the self-exclusion period.

The Company will implement measures to prevent self-excluded Customers from creating new Customer's account under different credentials.

The Company will retain records of self-excluded requests by Customers according to the applicable record keeping requirements.

### **Reactivation of customer's account after self-exclusion**

After the self-exclusion period ends, the Customer must request in writing (by email or chat) the unblocking of the account. The reactivation of the account cannot be instigated by the Company by re-commencing communications with the Customer.

### **Company initiated self-exclusion**

The Company may exclude a Customer from gaming activities as a high-risk intervention measure if:

- The Customer displays problematic (gaming) behaviour
- The Customer attempts or engages in criminal activities through the Company's platform.

The Company will not exclude Customers solely on the basis of the amount of their winnings

## **6. Age Verification and Access Control**

It is strictly prohibited for anyone under the legal age to gamble with *Digibet N.V.*. We implement rigorous age verification processes to ensure compliance with local and international laws. These include:

- **Age Verification:** All new players must verify their age before being allowed to make deposits or participate in gambling activities.
- **Access Control:** We use software to restrict minors from accessing our platform and gambling services.
- **Parental Control Information:** We provide resources for parents to manage or block access to gambling services. While there are myriad options available globally, the following third-party tools are examples that are available for parental control and website blocking:
  - Net Nanny – [www.netnanny.com](http://www.netnanny.com)
  - GamBlock – [www.gamblock.com](http://www.gamblock.com)
  - CyberSitter – [www.cybersitter.com](http://www.cybersitter.com)

## **7. Tools for Players to Manage their Gambling**

We offer several tools to help players manage their gambling, including:

### **7.1 Age verification**

- **Age Verification:** Customers must be at least 18 years old to participate in any gaming activities. Age verification is done during the account registration process.

### **7.2 Deposit Limits**

Players can set daily, weekly, or monthly deposit limits to control how much they deposit into their accounts. These limits can be adjusted by the player, subject to certain conditions.

### 7.3 Loss Limits

Players can set loss limits to help them control the amount they are willing to lose during a given period. Once the loss limit is reached, the player will not be able to place further bets until the limit is reset.

### 7.4 Session Time Limits

Players can set time limits for their gambling sessions. This helps ensure that players are aware of how much time they are spending gambling and encourages breaks.

### 7.4 Reality Checks

We provide players with regular "reality checks" during their gaming sessions. These are notifications that inform players of how long they have been playing, giving them the opportunity to take a break or reconsider their activity.

The company will retain records of all age verification process and their outcomes according to the Company's record keeping obligations and for regulatory review by the CGA.

## **8. Support for Players with Gambling Problems**

If a player feels that they may have a gambling problem, *Digibet N.V.* provides access to a variety of support resources, including:

- **Hotlines and Helplines:** We provide the contact details for national gambling helplines and support organizations:

- ***Independent Organizations:***

The website of the Company displays the direct links to:

- <https://gamblingtherapy.org/information/where-can-i-get-help/>
- <https://www.gamcare.org.uk/self-help/links-to-other-supportagencies/international-support-contacts/>
- <https://www.gambleaware.org>

These links are readily available on the footer of the websites. If available, specific names of organizations offering treatment options in the target market of the Company will also be provided.

- **Referrals to Professional Support:** We offer referrals to professional counselors and support groups specializing in gambling addiction.

- **Linking to Self-Help Resources:** We offer links to online resources and guides for self-help.

### **8.1 Information Visibility**

*Digibet N.V.* ensures that players can easily access responsible gaming information by:

- **Visible Links:** Our homepage displays a link to the responsible gaming policy, tools, and contacts. These links are also included in the footer of the homepage on our website.
- **Terms and Conditions:** Clear references to our terms and conditions, including the prohibition of underage gambling, are provided. The terms and conditions are easily accessible and written in plain language.
- **Responsible Gaming Organizations:** Links to organizations that offer support for gambling addiction are available. These include local and international organizations, as per this policy.

## **9. Training and Awareness for Employees**

To ensure that all employees are equipped to support responsible gaming practices, *Digibet N.V.* provides regular training on:

- Recognizing the signs of problem gambling.
- How to use the tools provided by the company for self-exclusion and account limitations.
- How to effectively communicate with players who may need support or assistance.
- Ensuring compliance with responsible gambling regulations.

## **10. Advertisement activities**

The Company shall engage in responsible advertising. According to the LOK, The Company must ensure that its marketing and advertising activities, including the offering of bonuses:

- do not encourage excessive gaming.
- are not misleading, thus f.e. do not portray gaming as an investment, misrepresent skills vs games of chance as mentioned in the CGA RG Policy.
- do not target Vulnerable persons.

All advertisement done by the Company or third parties hired by the Company will include a clearly visible Responsible Gaming message or slogan Bonus conditions

As bonuses are regarded by the CGA as advertisement activities, they fall under responsible advertisement conditions under the LOK and the CGA RG Policy.

Therefore, the Company will communicate to the Customer the terms and conditions of any bonus and/or promotion clearly. Furthermore, the Company is committed to not use any bonus to encourage excessive gaming.

### **11. Third party responsibility**

The Company shall make any contracted third-party aware of their Responsible Gaming Policy and require them to adhere to it.

The Company is accountable for materials provided to affiliates, representatives, sponsorship, ambassadors social media influences, including wordings and visuals representations, in case these influencers actions and/ or statements pertain to paid placement of advertisements.

### **12. Monitoring and Reporting**

We monitor gambling behavior on our platform regularly to detect signs of problem gambling. Our monitoring tools include:

- **Behavioral Analytics:** We track patterns of gambling activity and intervene when necessary to ensure players are gambling responsibly.
- **Reporting System:** Players can report any concerns they have about their own gambling or the gambling behavior of others through an anonymous reporting system.
- **External Audits:** We conduct regular audits to assess our responsible gambling practices and ensure compliance with industry standards.

### **13. Compliance and Legal Considerations**

*Digibet N.V.* complies with all applicable laws and regulations regarding gambling. This includes:

- Adhering to local and international gambling regulations.
- Working with regulatory bodies to ensure the proper implementation of responsible gaming policies.

- Regularly updating our policy in response to changes in laws and regulations.

#### **14. Conclusion**

At *Digibet N.V* we take responsible gaming seriously and are committed to providing a safe and enjoyable gambling experience. We encourage all players to gamble responsibly and utilize the tools and resources available to them to ensure their gambling remains within their control.

For any further questions or concerns regarding our *Responsible Gaming Policy*, please do not hesitate to contact our customer support team.

