

Self-Exclusion Policy

Version 2.0. – April 2026

I. Purpose and commitment

This Self-Exclusion Policy (the "Policy") explains how players can request and apply a self-exclusion on Crypto.Games, what self-exclusion does, and how the Company administers self-exclusion in line with its responsible gaming commitments and the applicable Curaçao licensing and regulatory framework (the "Applicable Framework").

Self-exclusion is intended to help players take a meaningful break from gambling. Once self-exclusion is activated, it cannot be reversed before the selected period ends.

II. Self-exclusion options

II.I. Available durations

Self-exclusion is available for the durations shown in your Account settings. As a standard offering, the Website provides the following minimum options:

- one (1) year
- three (3) years
- five (5) years

Additional durations (including more extended and/or permanent options) may be made available from time to time to reflect product features and the Applicable Framework.

II.II. Who can self-exclude

Self-exclusion is a player-initiated tool. You may request self-exclusion only for your own Account.

When we receive a concern from a third party (e.g., a family member), we may request that the player contact us directly. Where we identify a credible risk of harm, we may apply proportionate protective measures (such as a time-out or restrictions) pending verification and assessment.

III. How to request and activate self-exclusion

III.I. Self-exclusion via Account settings (in-product)

If the self-exclusion feature is available in your Account settings, you can self-exclude as follows:

1. Log in to your Account.

2. Go to Your account > Settings.
3. Select Self-Exclusion.
4. Choose the desired Exclusion Period and confirm your request.

Self-exclusion becomes effective once any required withdrawal of available funds has been completed and any applicable verification, security, compliance, and fraud-prevention checks have been satisfied. From that moment, you will be locked out from gameplay for the entire Exclusion Period.

III.II. Self-exclusion via Customer Support (out-of-product)

If you cannot access the in-product tool, you can request self-exclusion by contacting support@crypto.games or via Live Chat and asking for "Self-Exclusion". We may require reasonable steps to confirm that you are the account holder before applying the restriction.

III.III. No reversal during the Exclusion Period

Self-exclusion cannot be cancelled or shortened once activated. Please choose a period that is appropriate for your situation.

IV. Effect of self-exclusion

IV.I. Gameplay, deposits and bonuses

During self-exclusion:

- You will not be able to place bets, participate in games, or otherwise use the gambling functionality of the Website;
- You will not be able to deposit funds;
- You will not be eligible for bonuses, promotions, or rewards during the Exclusion Period; and
- We will take reasonable measures to prevent you from circumventing the restriction (see Section 8).

If a self-exclusion request is made while you have an open game round or wager, the game must be completed. The relevant bet settlement will follow the applicable Game Rules. Still, you will not be able to continue gameplay after the restriction is activated.

IV.II. Communication

During self-exclusion, we may still send service-related communications that are necessary for account administration, security, compliance, or complaint handling. Marketing communications are handled as described in Section VI.II.

V. Funds, withdrawals and verification during self-exclusion

V.I. General rule

Withdrawals remain subject to the Terms of Service, including verification (KYC), AML/CFT, sanctions screening, fraud and security controls. We may need to complete checks before we can release funds.

V.II. Self-exclusion and withdrawals

Where you select a self-exclusion, as a standard approach, you will be required to withdraw any available funds before self-exclusion takes effect. Once withdrawals are completed (and any applicable verification, AML/CFT, sanctions, fraud, security, and other relevant checks are satisfied), self-exclusion becomes effective immediately and cannot be reversed.

V.III. Self-exclusion of 12 months or more

Players selecting a self-exclusion period of twelve (12) months or longer may be subject to additional responsible gaming safeguards upon any future reactivation request, including cooling-off periods, account reviews, verification procedures, and the implementation of deposit or gameplay limits where appropriate.

V.IV. Bonus funds and non-withdrawable balances

Self-exclusion does not change the nature of bonus balances or wagering requirements. Bonus funds and any winnings derived from them remain subject to the Bonus Terms (including wagering requirements, excluded games, and expiry rules). If amounts are not withdrawable under those rules, they will not become withdrawable solely because you self-excluded.

VI. Re-registration, workarounds and marketing controls

VI.I. Preventing re-registration and workarounds

During self-exclusion, we will take reasonable measures to prevent you from accessing the gambling functionality of the Website through workarounds, including by opening a new account. Measures may include checks against identifiers available to us (e.g., account details, verified identity information, payment instruments, blockchain wallet addresses, device identifiers, and IP/location patterns).

No prevention system is infallible. You remain responsible for not attempting to circumvent self-exclusion. Creating a new account during self-exclusion is a breach of the Terms and may result in closure and other actions permitted under the Terms and the Applicable Framework.

VI.II. Marketing suppression

We will take reasonable steps to stop sending direct marketing communications to a self-excluded player for the duration of the Exclusion Period, subject to applicable law and technical constraints.

VII. End of self-exclusion and reactivation

At the end of the Exclusion Period, the Account is not automatically reactivated unless the Website functionality explicitly provides otherwise. You may request reactivation through Customer Support.

For player protection, we may apply one or more of the following safeguards before reactivation:

- confirmation that the Exclusion Period has fully elapsed;
- a brief cooling-off period before reactivation (for example, 24 hours) which is consistent with the Applicable Framework;
- completion of any required verification (KYC) and security checks;
- assessment of whether additional limits or restrictions should be applied.

If you request reactivation, we may recommend or require the activation of additional safeguards, including daily, weekly, or monthly deposit limits, time limits, or other responsible gaming restrictions, where appropriate.

VIII. Company-initiated protective measures

We monitor for indicators of problematic or risky behaviour. If we identify reasonable concerns, Customer Support and/or Compliance may recommend or apply limits, a time-out, self-exclusion, and/or other proportionate measures to reduce harm and protect the player.

IX. Help and support

If gambling is no longer fun or you are losing control, consider taking a break and seeking support. You can contact support@crypto.games for responsible gaming tools. Independent organisations include (non-exhaustive):

- Global Gambling Guidance Group (gx4.co)
- Gordon Moody Association (gordonmoody.org.uk)
- Gambling Therapy (gamblingtherapy.org)
- GamCare (gamcare.org.uk)

X. Complaints about self-exclusion

If you believe self-exclusion was not applied correctly, or you have a complaint relating to responsible gaming measures, you may:

- Contact Customer Support via Live Chat or support@crypto.games (urgent assistance); or

- Submit a formal complaint to complaints@crypto.games with the subject line "Responsible Gaming Complaint".

Responsible gaming complaints are prioritised. You may escalate unresolved complaints under the Player Complaints and Dispute Resolution Policy, including ADR where applicable.